OIPE IAP85
FEB 27 2006
PATENT & TRADEMARK OFFICE

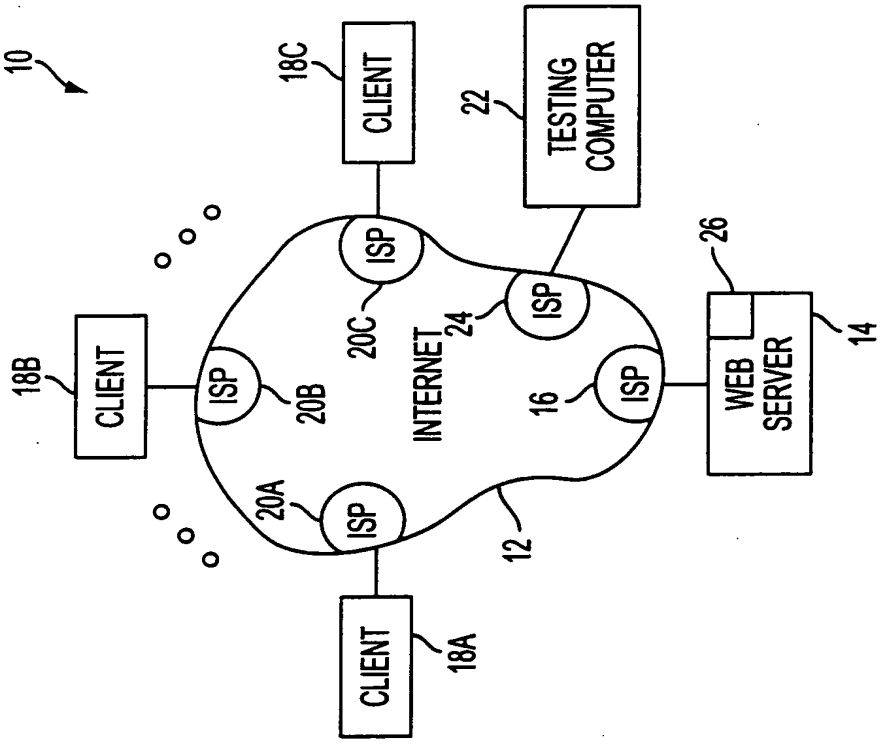

FIG. 1

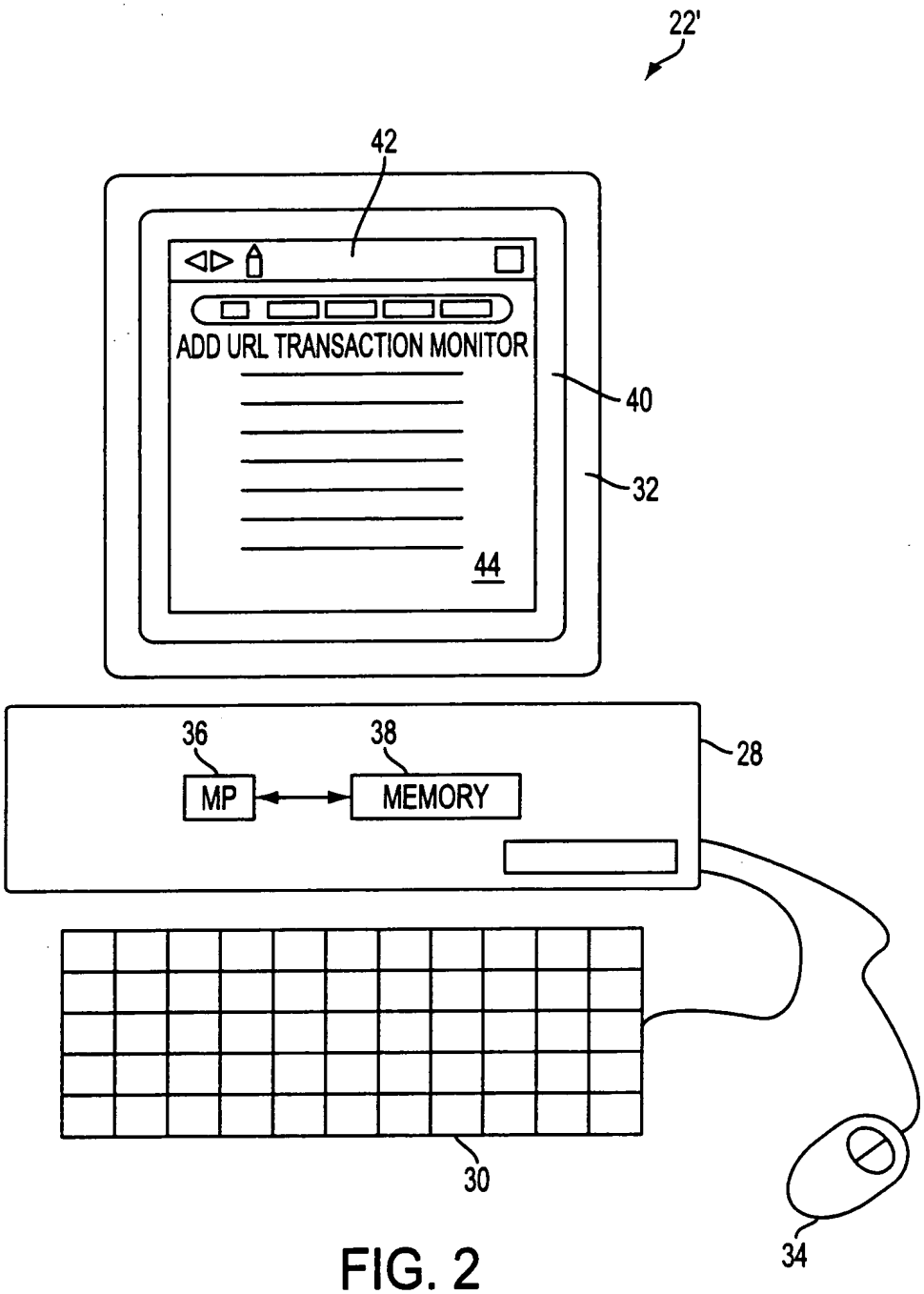
22'
42
ADD URL TRANSACTION MONITOR
40
32
44
36
38
MP
MEMORY
28
30
34

FIG. 2

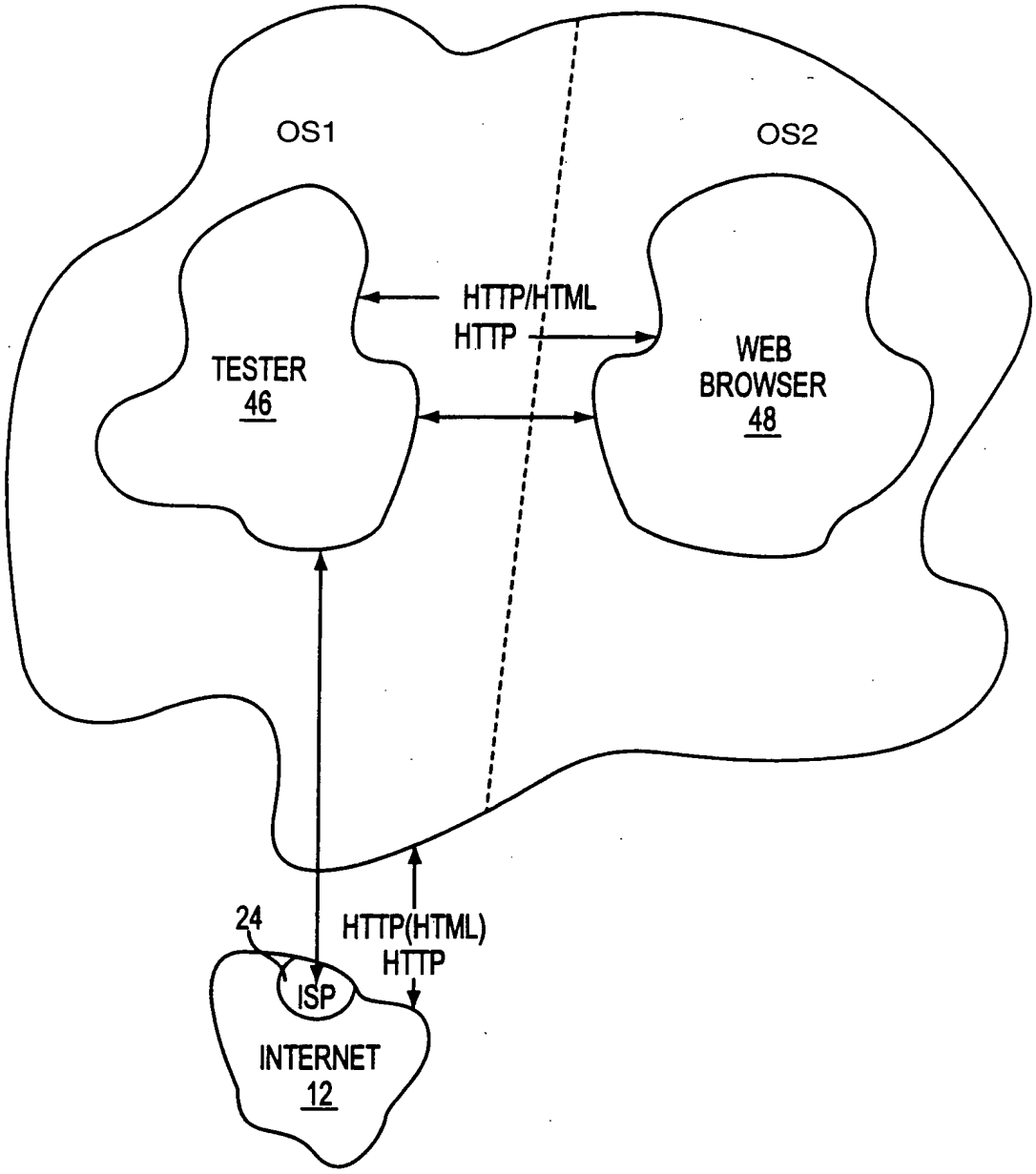
OS1
OS2
HTTP/HTML
HTTP
TESTER
46
WEB
BROWSER
48
24
HTTP(HTML)
HTTP
ISP
INTERNET
12

FIG. 2A

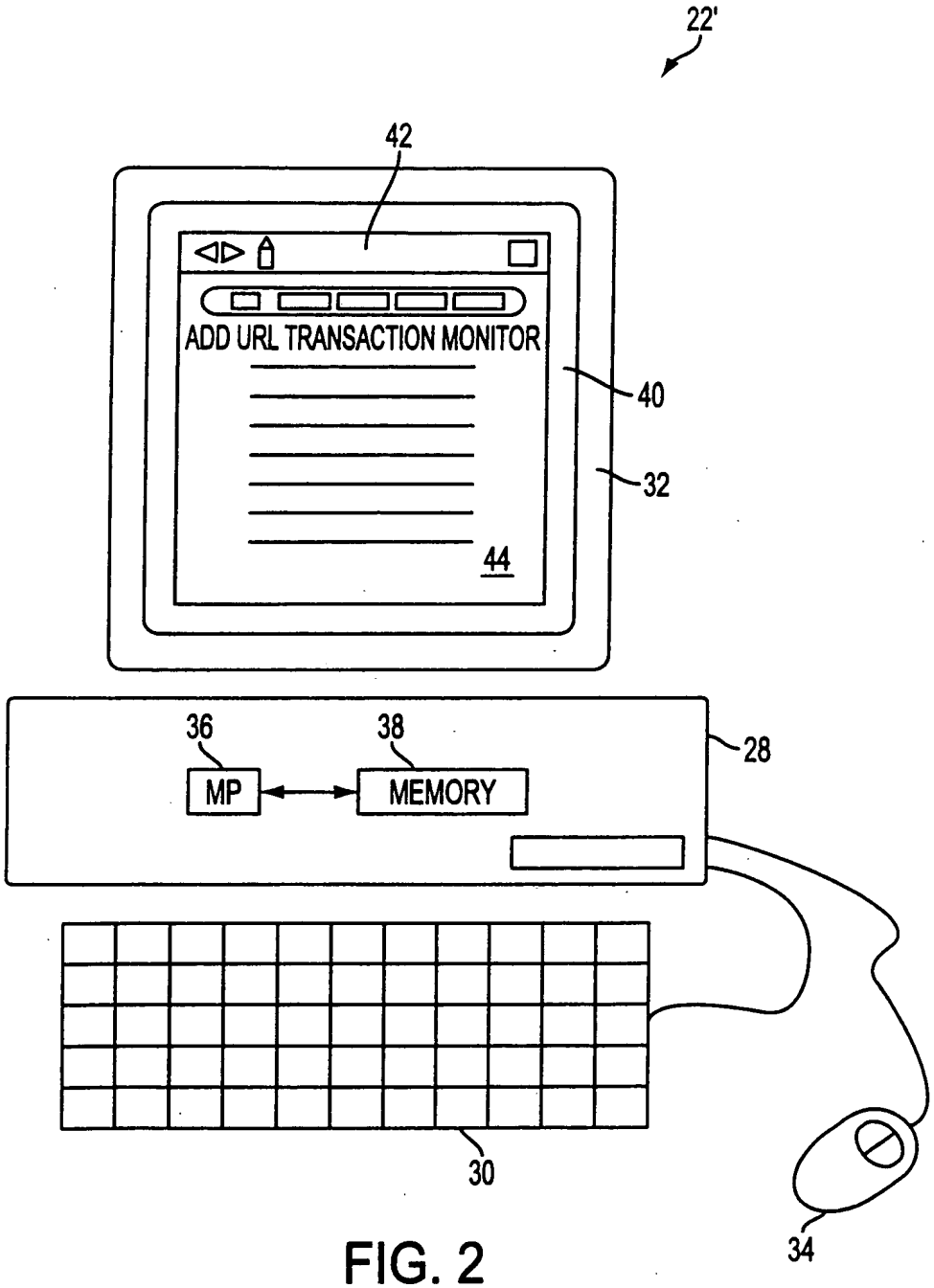
22'
42
ADD URL TRANSACTION MONITOR
40
32
44
36
38
MP
MEMORY
28
30
34

FIG. 2

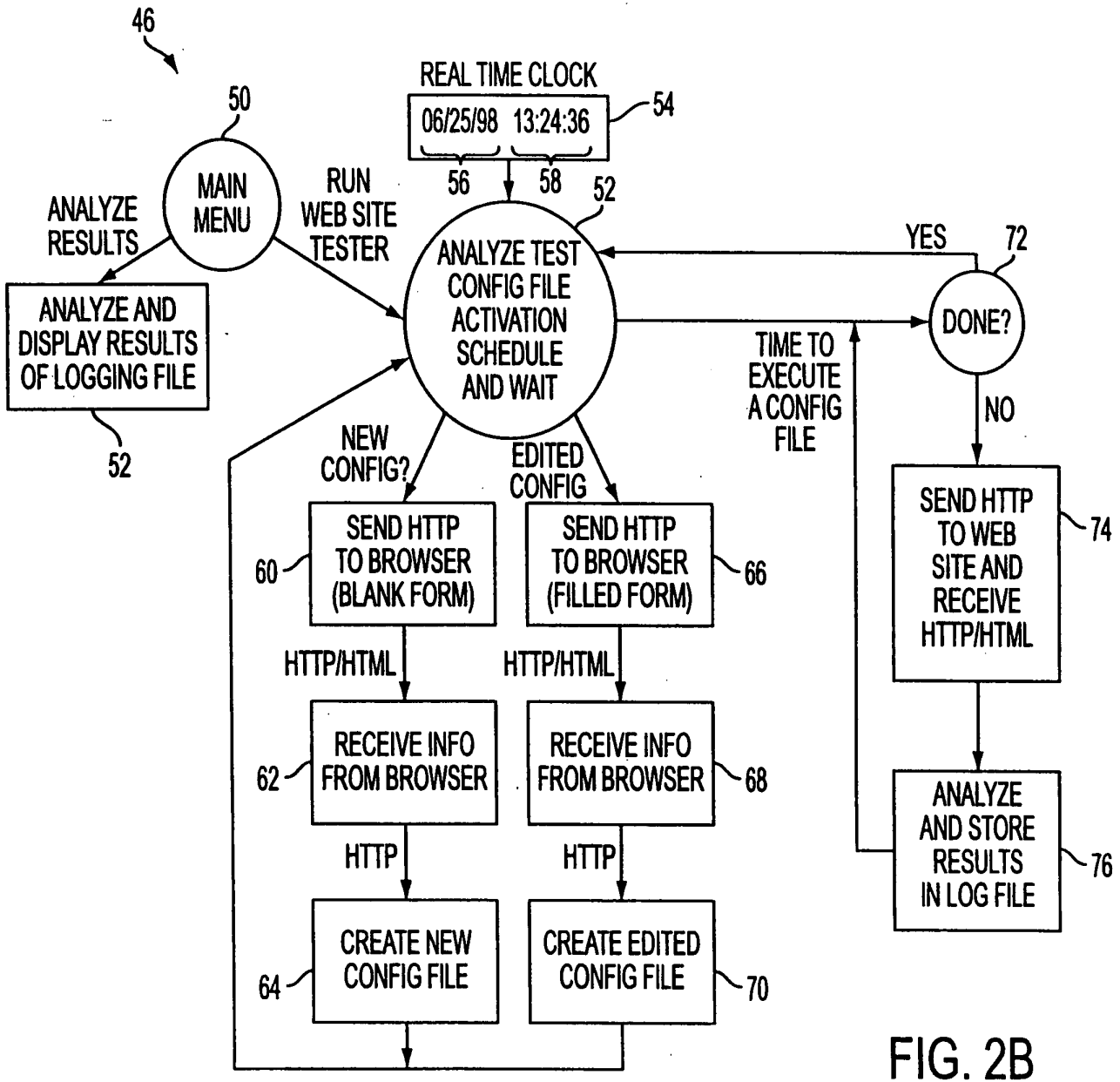
46
50
MAIN MENU
ANALYZE RESULTS
ANALYZE AND DISPLAY RESULTS OF LOGGING FILE
52
RUN WEB SITE TESTER
REAL TIME CLOCK
06/25/98 13:24:36
54
56
58
52
ANALYZE TEST CONFIG FILE ACTIVATION SCHEDULE AND WAIT
NEW CONFIG?
EDITED CONFIG
SEND HTTP TO BROWSER (BLANK FORM)
60
SEND HTTP TO BROWSER (FILLED FORM)
66
HTTP/HTML
HTTP/HTML
RECEIVE INFO FROM BROWSER
62
RECEIVE INFO FROM BROWSER
68
HTTP
HTTP
CREATE NEW CONFIG FILE
64
CREATE EDITED CONFIG FILE
70
YES
72
DONE?
NO
TIME TO EXECUTE A CONFIG FILE
SEND HTTP TO WEB SITE AND RECEIVE HTTP/HTML
74
ANALYZE AND STORE RESULTS IN LOG FILE
76

FIG. 2B

f r e s h w a t e r s o f t w a r e

download | order | products | support | search | about us

Is your business-critical web site up right now?

How do you know?

If you had SiteScope and SiteSeer, not only would you know if your web site was up, you would be confident that you would be notified immediately if a problem did occur. SiteScope allows you to monitor everything from memory and disk space usage to URL and service availability. Error notification is available via e-mail, pager, and SNMP traps. SiteScope can also run recovery scripts to correct common problems. The SiteSeer service monitors your site remotely, letting you know of problems your visitors are experiencing, but you're unaware of. Together, SiteScope and SiteSeer help ensure that your site is up and running smoothly 24 hours a day, 7 days a week.

SiteScope Software

Version 3.0 Available Now!

- 24 hour monitoring of web pages, forms, servers, and more...
- Immediate error notification via e-mail, pager, or SNMP trap
- Escalation of notification
- Automatic error recovery
- Ability to integrate with enterprise solutions

Review SiteScope 3.0's release notes!

try it | buy it | more info

SiteSeer Service

E-commerce Transaction Testing Available!

- Remote web site monitoring 24 hours a day
- Support for secure URLs
- Verification of password protected pages
- String matching on both page content and error messages

try it | buy it | more info

Fresh News...

▶**PCToday raves** about SiteScope in the work place in its February issue. Full Story

▶**DIGEX chooses SiteScope** to monitor the world's largest dedicated server web site management facilities. Full Story

▶SiteScope receives a **Five Palm Tree rating** from Beverly Hills Software. Full Story

"They've found an important niche from a web server administrator perspective... It's expandable and customizable; **it's a fantastic product.**"
-- Brad Hogan, Newbridge Networks. More customer quotes

HOME | ORDER | PRODUCTS | SUPPORT | SEARCH | ABOUT US

80

visit us at www.freshtech.com
Freshwater Software™

82

78

Contact Us

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FIG. 3A

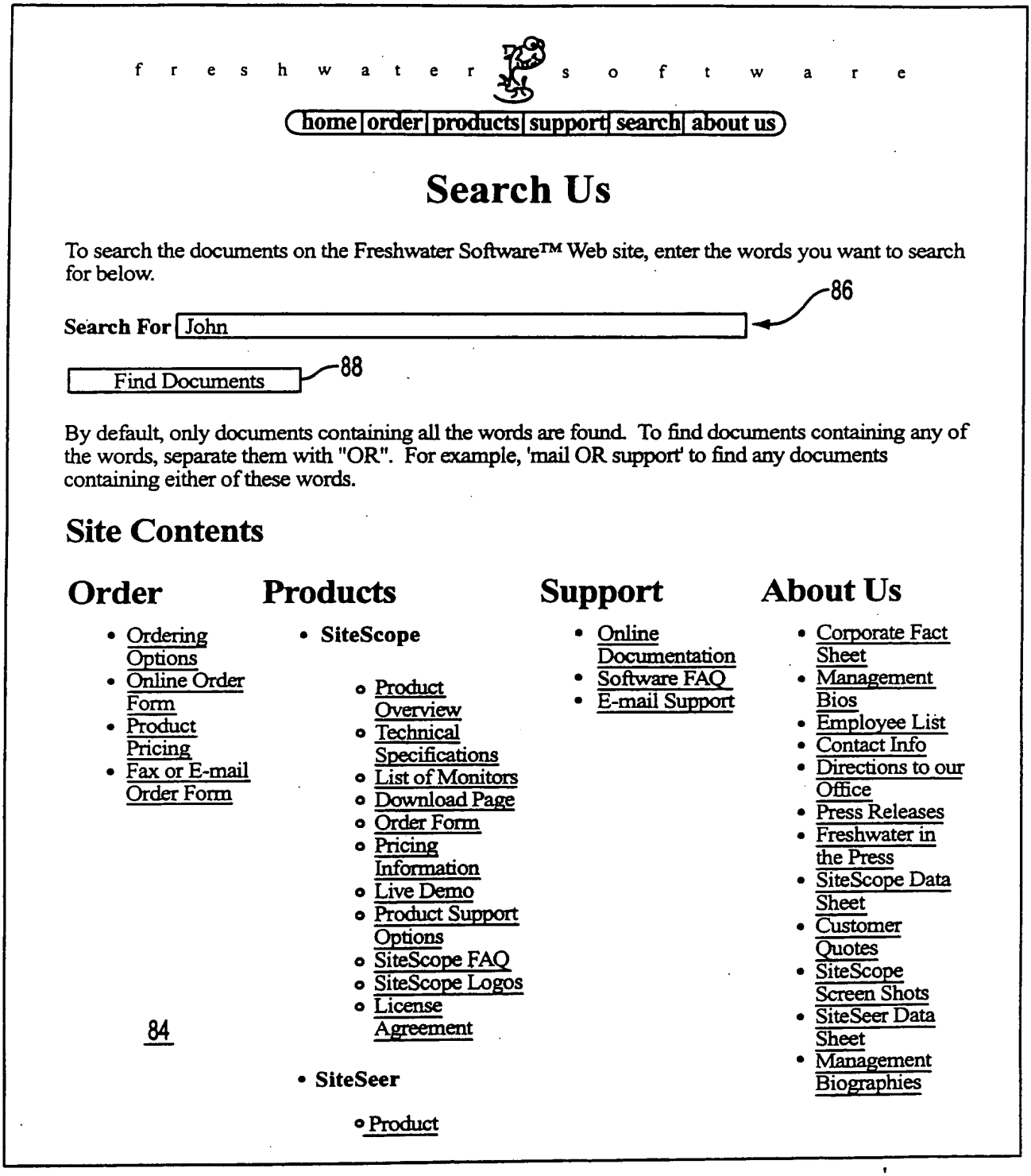
f r e s h w a t e r s o f t w a r e
home order products support search about us
Search Us
To search the documents on the Freshwater Software™ Web site, enter the words you want to search for below.
86
Search For John
Find Documents
88
By default, only documents containing all the words are found. To find documents containing any of the words, separate them with "OR". For example, 'mail OR support' to find any documents containing either of these words.
Site Contents
Order
Ordering Options
Online Order Form
Product Pricing
Fax or E-mail Order Form
Products
SiteScope
Product Overview
Technical Specifications
List of Monitors
Download Page
Order Form
Pricing Information
Live Demo
Product Support Options
SiteScope FAQ
SiteScope Logos
License Agreement
SiteSeer
Product
Support
Online Documentation
Software FAQ
E-mail Support
About Us
Corporate Fact Sheet
Management Bios
Employee List
Contact Info
Directions to our Office
Press Releases
Freshwater in the Press
SiteScope Data Sheet
Customer Quotes
SiteScope Screen Shots
SiteSeer Data Sheet
Management Biographies
84

FIG. 3B

f r e s h w a t e r s o f t w a r e

home | order | products | support | search | about us

Search Results

Searching for: John

- *Who We Are (Thu 5 Feb 98)*
  "john" 5 (John)
- *SiteScopeFAQ (Wed 3 Jun 98)*
  "john" 4 (John)
- *Freshwater Software Contact Information (Thu 5 Feb 98)*
  "john" 3 (John)
- *Chief Technical Officer (Tue 26 May 98)*
  "john" 2 (John)
- *Escalation Rules (Fri 9 Jan 98)*
  "john" 2 (John)
- *DIGEX Selects Freshwater Software s SiteScope to Enhance Reliability for its Web Site Management Customers (Thu 5 Feb 98)*
  "john" 1 (John)
- *MANAGEMENT BIOGRAPHIES (Thu 5 Feb 98)*
  "john" 1 (John)
- *Freshwater Software™ Press Release (Fri 30 May 97)*
  "john" 1 (John)
- *THE FRESHWATER SOFTWARE PRESS ROOM (Thu 5 Feb 98)*
  "john" 1 (John)
- *Freshwater Software™ Press Release (Thu 5 Feb 98)*
  "john" 1 (John)

HOME | ORDER | PRODUCTS | SUPPORT | SEARCH | ABOUT US

visit us at www.freshtech.com

Freshwater Software™

90

Contact Us

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This searchable archive was implemented with the ICE search engine

FIG. 3C

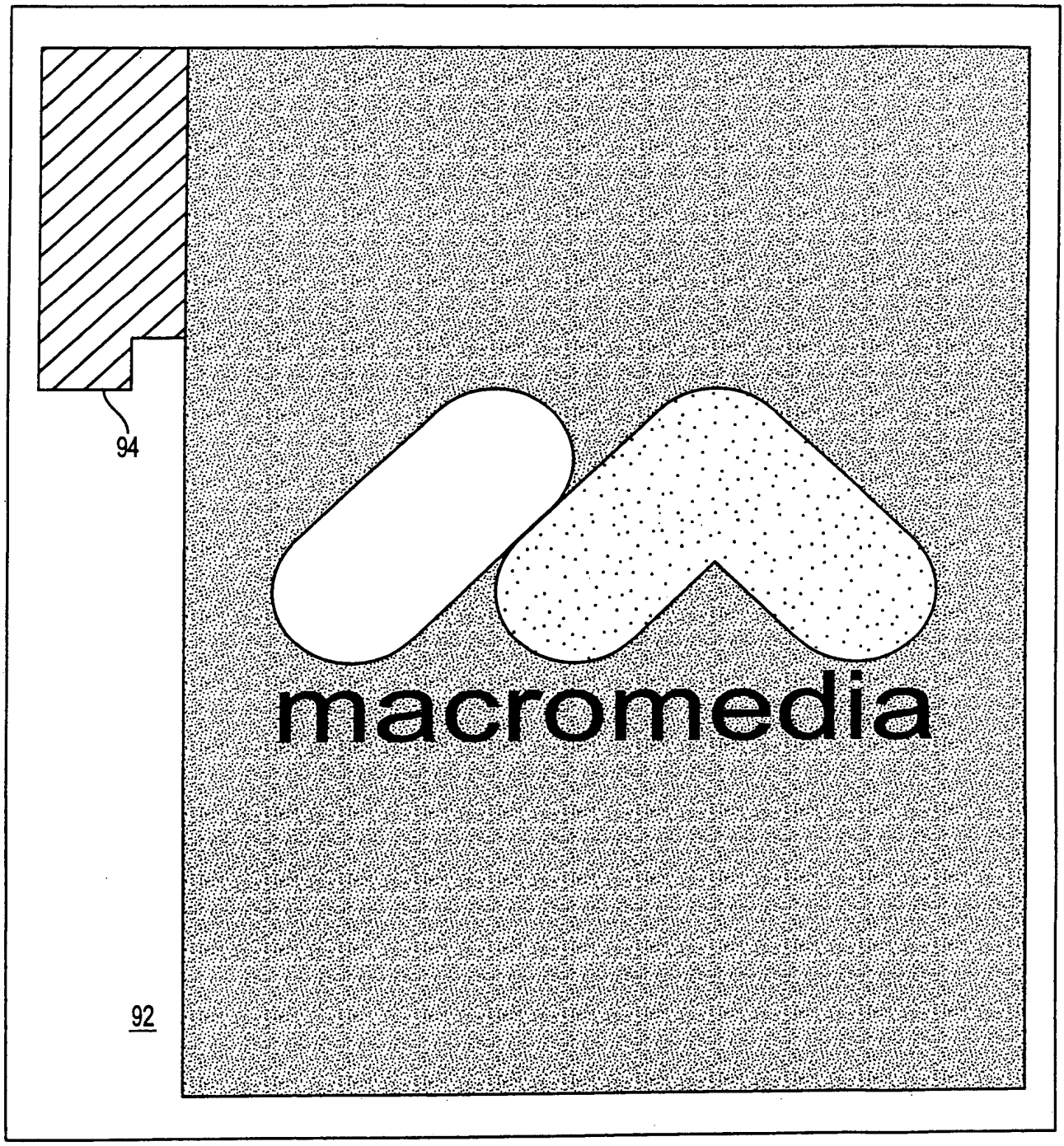

FIG. 3D

shockwave
software
support
macromedia
purchase
?
search
international
日本語
français
deutsch
canada
GET SHOCKWAVE
94

FIG. 3E

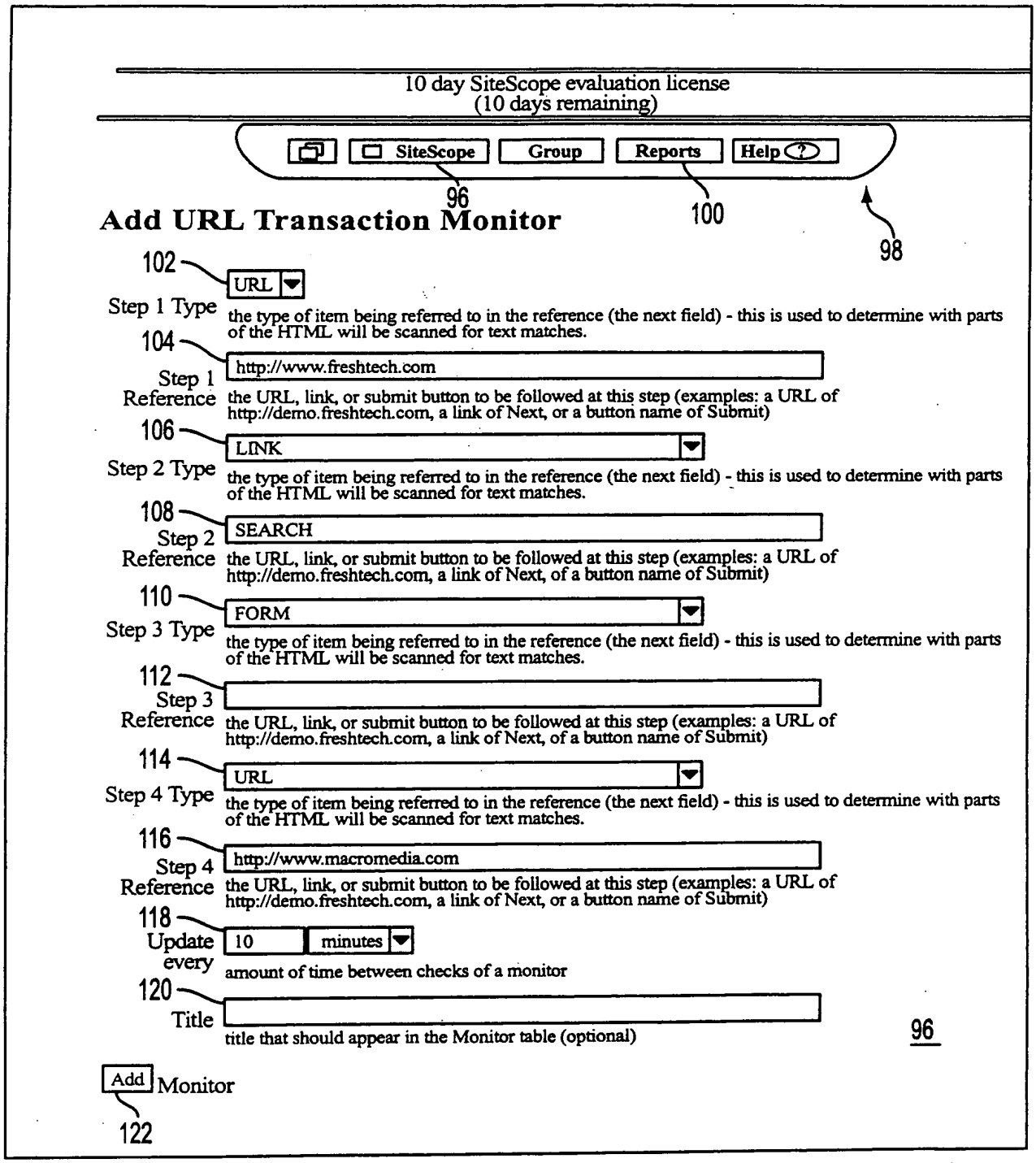
10 day SiteScope evaluation license
(10 days remaining)
SiteScope
Group
Reports
Help
96
100
98
Add URL Transaction Monitor
102
URL
Step 1 Type
the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.
104
http://www.freshtech.com
Step 1 Reference
the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)
106
LINK
Step 2 Type
the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.
108
SEARCH
Step 2 Reference
the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, of a button name of Submit)
110
FORM
Step 3 Type
the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.
112
Step 3 Reference
the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, of a button name of Submit)
114
URL
Step 4 Type
the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.
116
http://www.macromedia.com
Step 4 Reference
the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)
118
10
minutes
Update every
amount of time between checks of a monitor
120
Title
title that should appear in the Monitor table (optional)
96
Add
Monitor
122

FIG. 4A

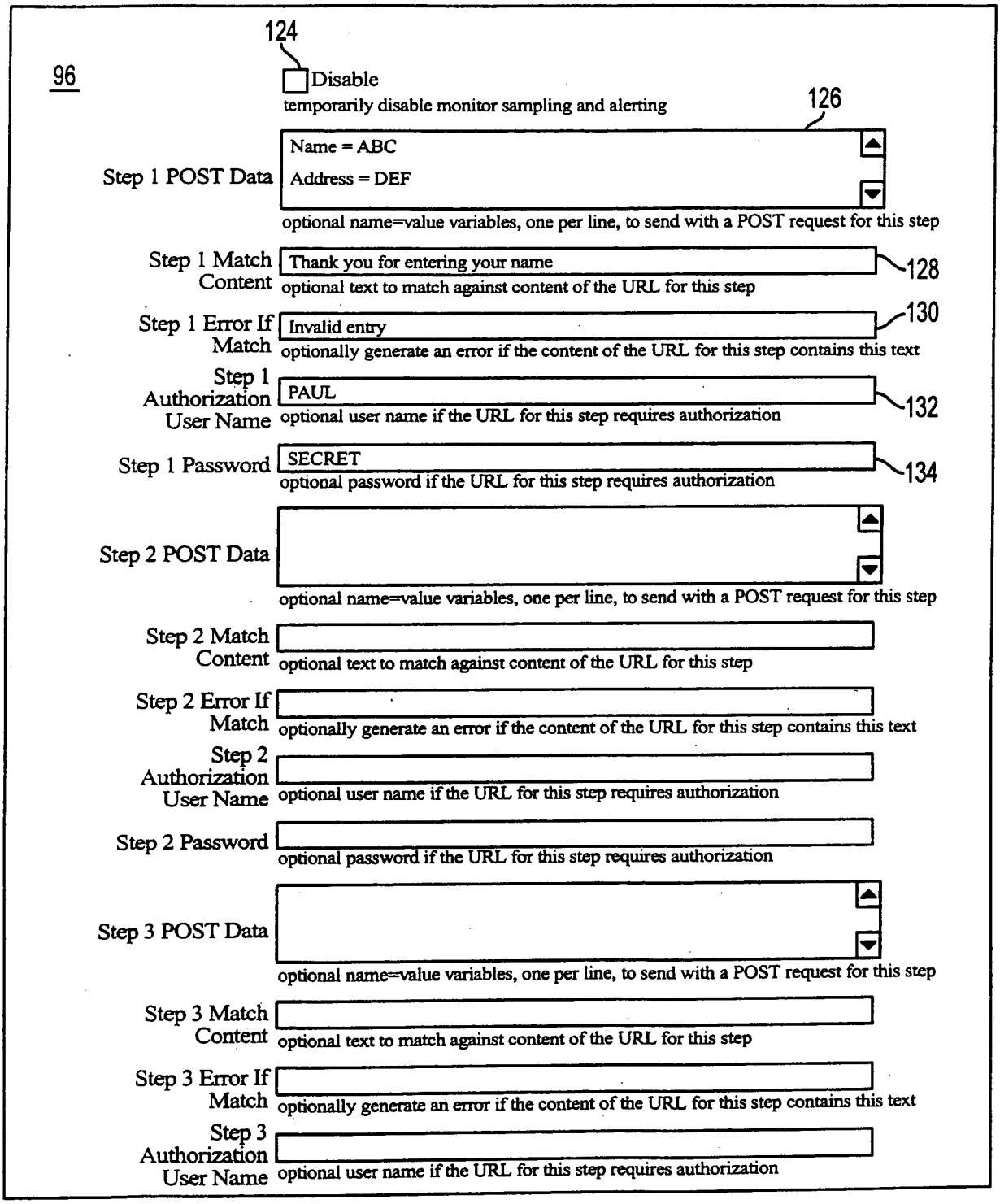
96
124
Disable
temporarily disable monitor sampling and alerting
126
Step 1 POST Data
Name = ABC
Address = DEF
optional name=value variables, one per line, to send with a POST request for this step
Step 1 Match Content
Thank you for entering your name
128
optional text to match against content of the URL for this step
Step 1 Error If Match
Invalid entry
130
optionally generate an error if the content of the URL for this step contains this text
Step 1 Authorization User Name
PAUL
132
optional user name if the URL for this step requires authorization
Step 1 Password
SECRET
134
optional password if the URL for this step requires authorization
Step 2 POST Data
optional name=value variables, one per line, to send with a POST request for this step
Step 2 Match Content
optional text to match against content of the URL for this step
Step 2 Error If Match
optionally generate an error if the content of the URL for this step contains this text
Step 2 Authorization User Name
optional user name if the URL for this step requires authorization
Step 2 Password
optional password if the URL for this step requires authorization
Step 3 POST Data
optional name=value variables, one per line, to send with a POST request for this step
Step 3 Match Content
optional text to match against content of the URL for this step
Step 3 Error If Match
optionally generate an error if the content of the URL for this step contains this text
Step 3 Authorization User Name
optional user name if the URL for this step requires authorization

FIG. 4B

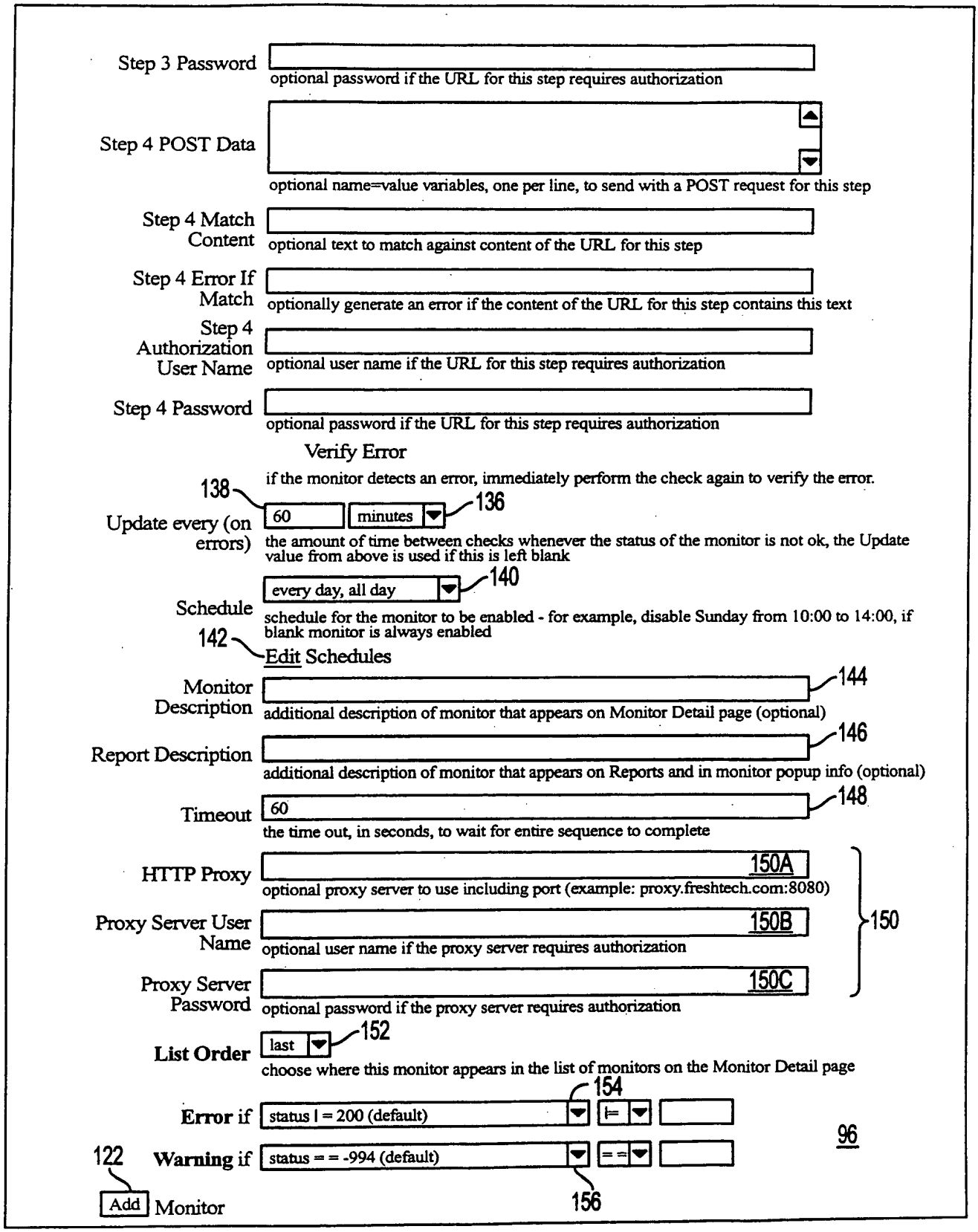
Step 3 Password
optional password if the URL for this step requires authorization
Step 4 POST Data
optional name=value variables, one per line, to send with a POST request for this step
Step 4 Match Content
optional text to match against content of the URL for this step
Step 4 Error If Match
optionally generate an error if the content of the URL for this step contains this text
Step 4 Authorization User Name
optional user name if the URL for this step requires authorization
Step 4 Password
optional password if the URL for this step requires authorization
Verify Error
if the monitor detects an error, immediately perform the check again to verify the error.
138
60
minutes
136
Update every (on errors)
the amount of time between checks whenever the status of the monitor is not ok, the Update value from above is used if this is left blank
every day, all day
140
Schedule
schedule for the monitor to be enabled - for example, disable Sunday from 10:00 to 14:00, if blank monitor is always enabled
142
Edit Schedules
Monitor Description
144
additional description of monitor that appears on Monitor Detail page (optional)
Report Description
146
additional description of monitor that appears on Reports and in monitor popup info (optional)
Timeout
60
148
the time out, in seconds, to wait for entire sequence to complete
HTTP Proxy
150A
optional proxy server to use including port (example: proxy.freshtech.com:8080)
Proxy Server User Name
150B
optional user name if the proxy server requires authorization
Proxy Server Password
150C
150
optional password if the proxy server requires authorization
List Order
last
152
choose where this monitor appears in the list of monitors on the Monitor Detail page
154
Error if
status != 200 (default)
!=
Warning if
status == -994 (default)
==
96
122
Add Monitor
156

FIG. 4C

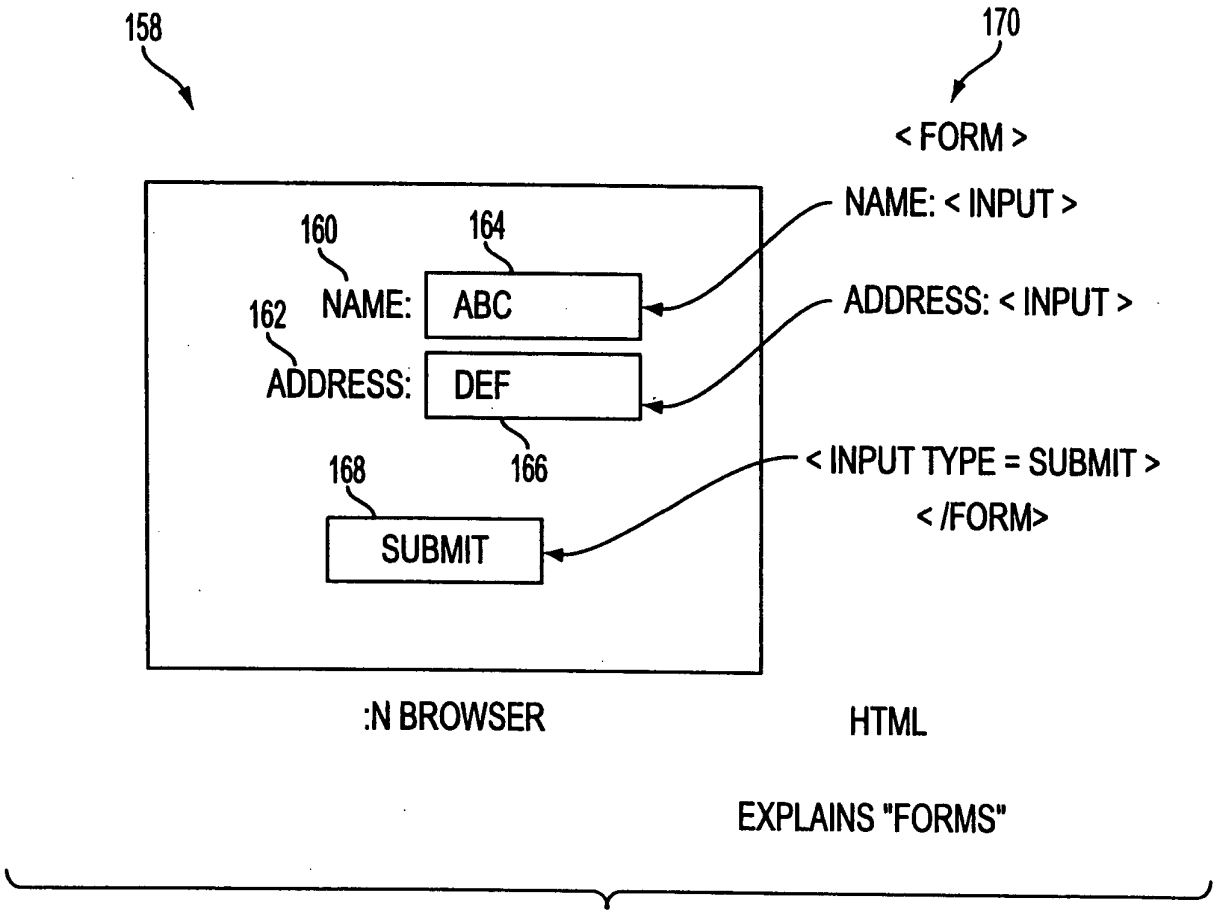
158
170
< FORM >
NAME: < INPUT >
160
164
NAME:
ABC
162
ADDRESS: < INPUT >
ADDRESS:
DEF
166
168
< INPUT TYPE = SUBMIT >
< /FORM>
SUBMIT
:N BROWSER
HTML
EXPLAINS "FORMS"

FIG. 5

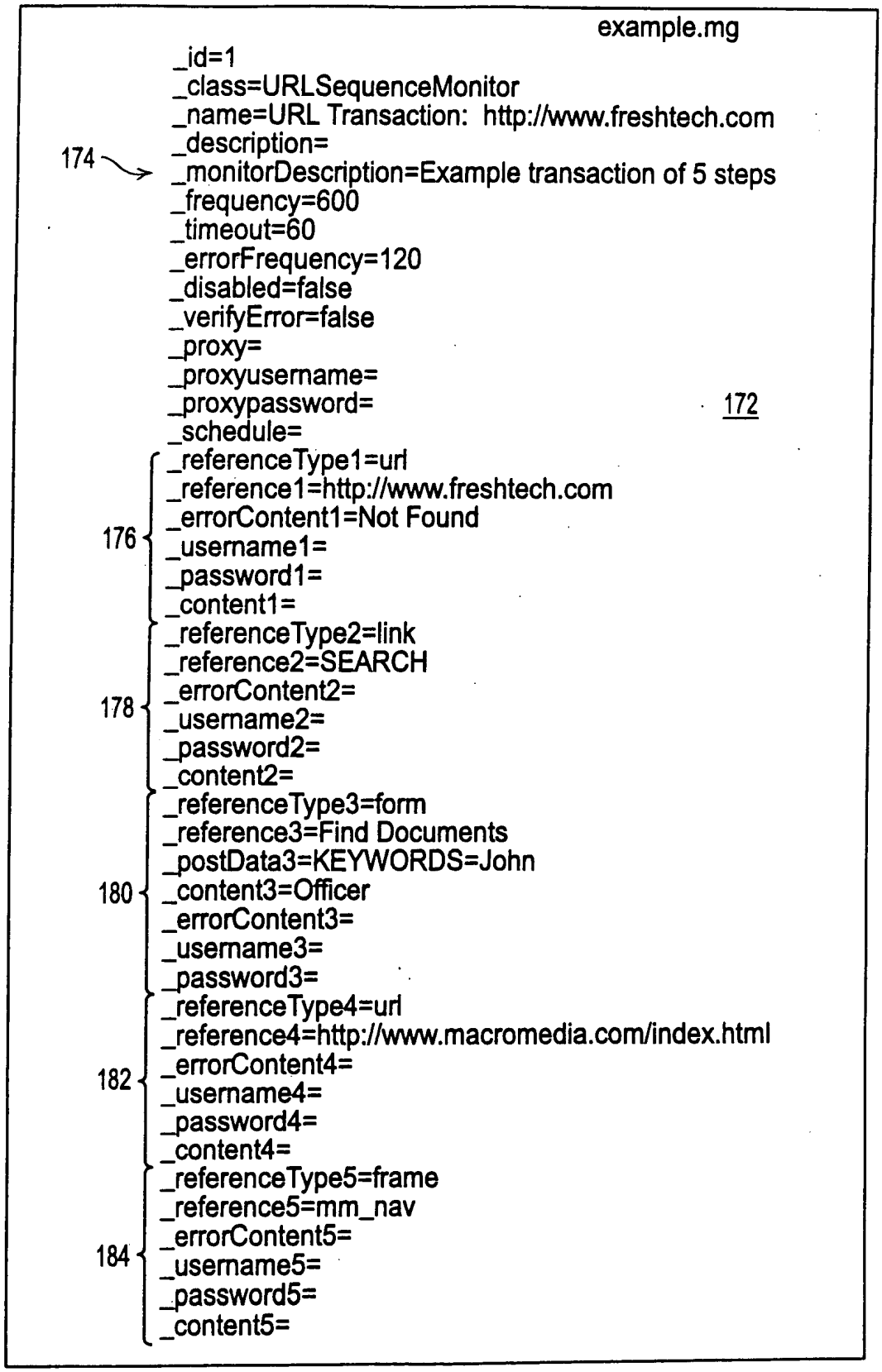
example.mg
_id=1
_class=URLSequenceMonitor
_name=URL Transaction: http://www.freshtech.com
_description=
174
_monitorDescription=Example transaction of 5 steps
_frequency=600
_timeout=60
_errorFrequency=120
_disabled=false
_verifyError=false
_proxy=
_proxyusername=
_proxypassword=
172
_schedule=
_referenceType1=url
_reference1=http://www.freshtech.com
_errorContent1=Not Found
176
_username1=
_password1=
_content1=
_referenceType2=link
_reference2=SEARCH
_errorContent2=
178
_username2=
_password2=
_content2=
_referenceType3=form
_reference3=Find Documents
_postData3=KEYWORDS=John
180
_content3=Officer
_errorContent3=
_username3=
_password3=
_referenceType4=url
_reference4=http://www.macromedia.com/index.html
_errorContent4=
182
_username4=
_password4=
_content4=
_referenceType5=frame
_reference5=mm_nav
_errorContent5=
184
_username5=
_password5=
_content5=

FIG. 6

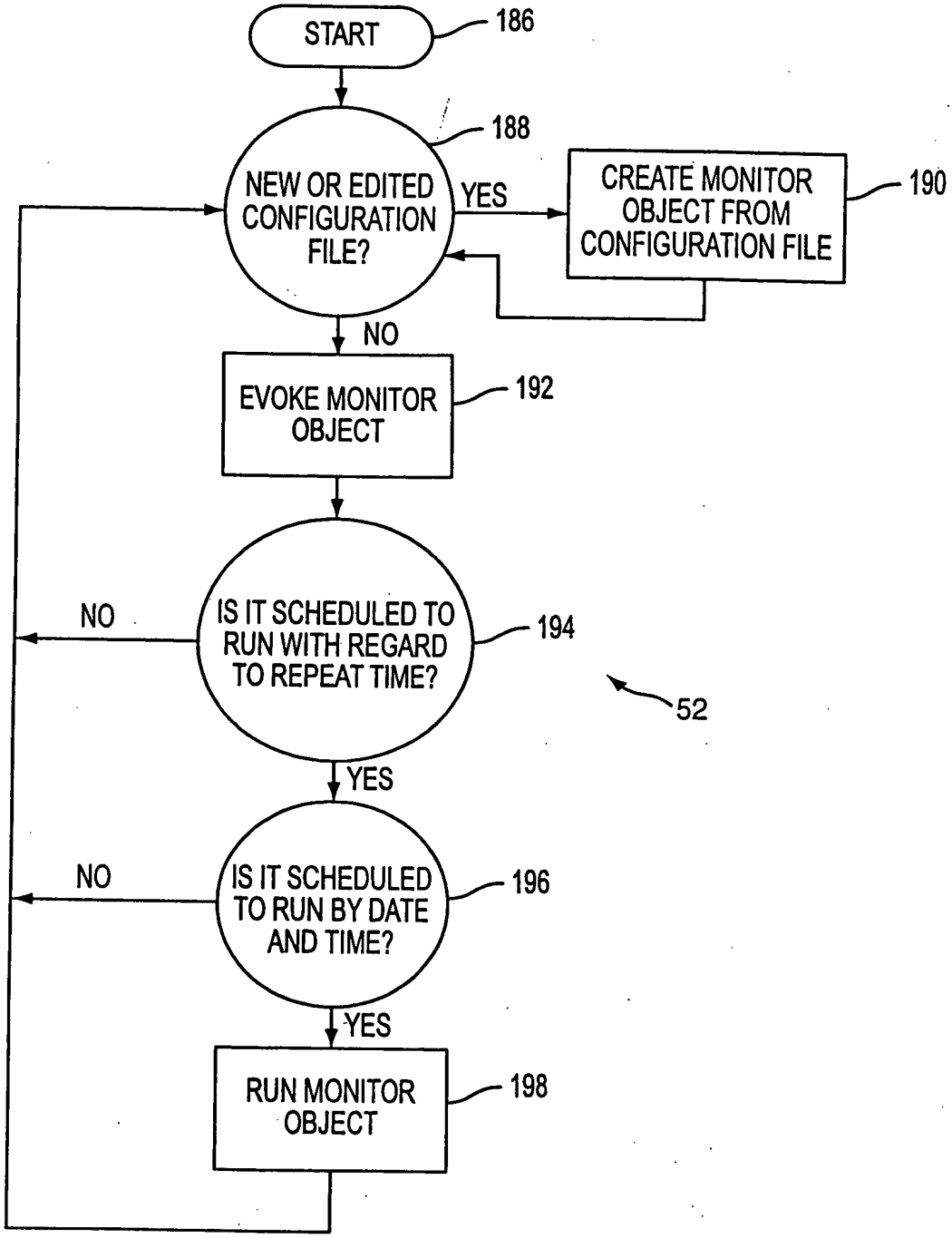
START
186
NEW OR EDITED CONFIGURATION FILE?
188
YES
CREATE MONITOR OBJECT FROM CONFIGURATION FILE
190
NO
EVOKE MONITOR OBJECT
192
IS IT SCHEDULED TO RUN WITH REGARD TO REPEAT TIME?
194
NO
YES
IS IT SCHEDULED TO RUN BY DATE AND TIME?
196
NO
YES
RUN MONITOR OBJECT
198
52

FIG. 7

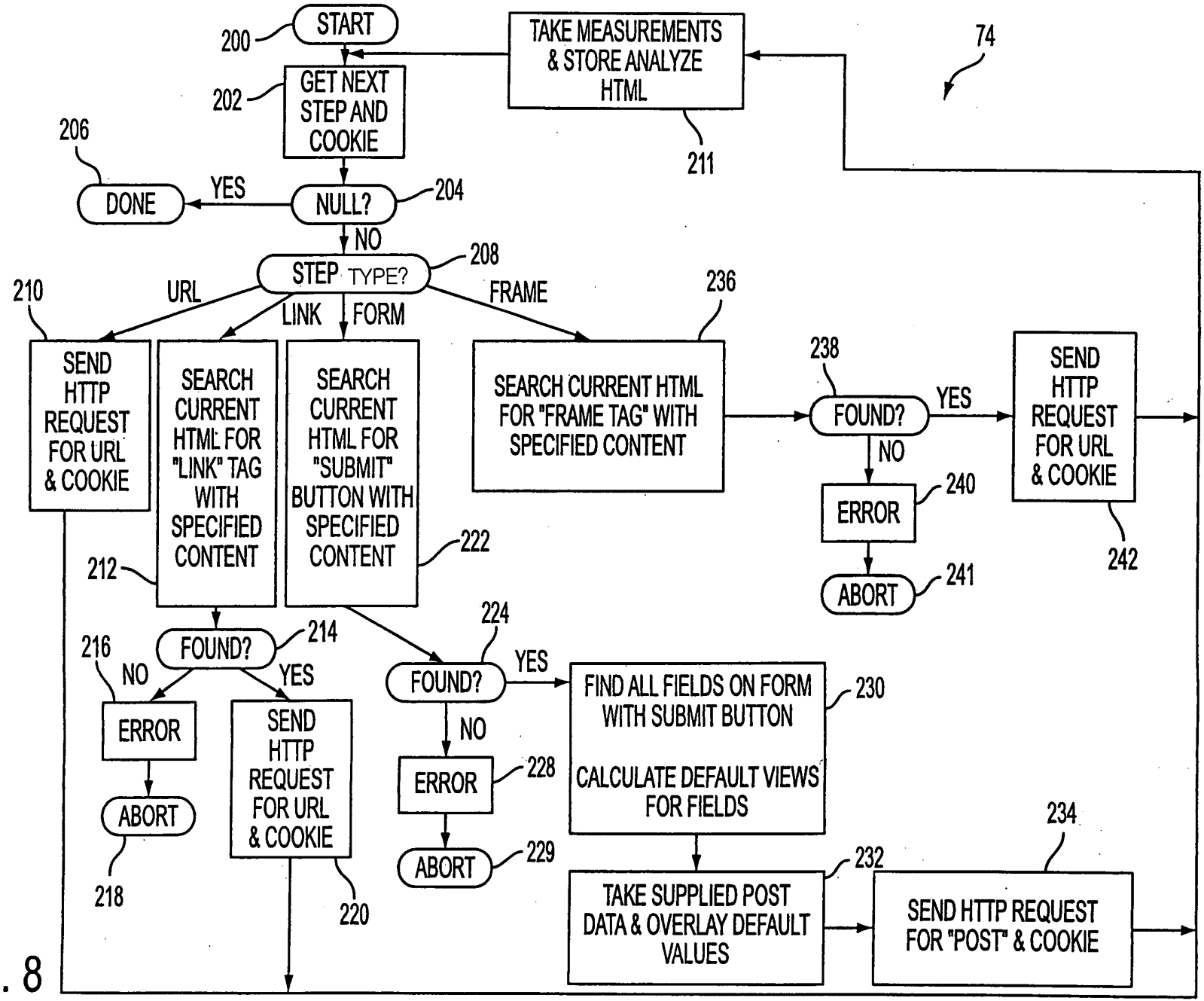
START
200
GET NEXT STEP AND COOKIE
202
NULL?
204
YES
DONE
206
NO
STEP TYPE?
208
URL
LINK
FORM
FRAME
210
SEND HTTP REQUEST FOR URL & COOKIE
SEARCH CURRENT HTML FOR "LINK" TAG WITH SPECIFIED CONTENT
212
SEARCH CURRENT HTML FOR "SUBMIT" BUTTON WITH SPECIFIED CONTENT
222
SEARCH CURRENT HTML FOR "FRAME TAG" WITH SPECIFIED CONTENT
236
FOUND?
238
YES
NO
ERROR
240
ABORT
241
SEND HTTP REQUEST FOR URL & COOKIE
242
FOUND?
214
NO
YES
216
ERROR
ABORT
218
SEND HTTP REQUEST FOR URL & COOKIE
220
FOUND?
224
YES
NO
ERROR
228
ABORT
229
FIND ALL FIELDS ON FORM WITH SUBMIT BUTTON
CALCULATE DEFAULT VIEWS FOR FIELDS
230
TAKE SUPPLIED POST DATA & OVERLAY DEFAULT VALUES
232
SEND HTTP REQUEST FOR "POST" & COOKIE
234
TAKE MEASUREMENTS & STORE ANALYZE HTML
211
74

FIG. 8

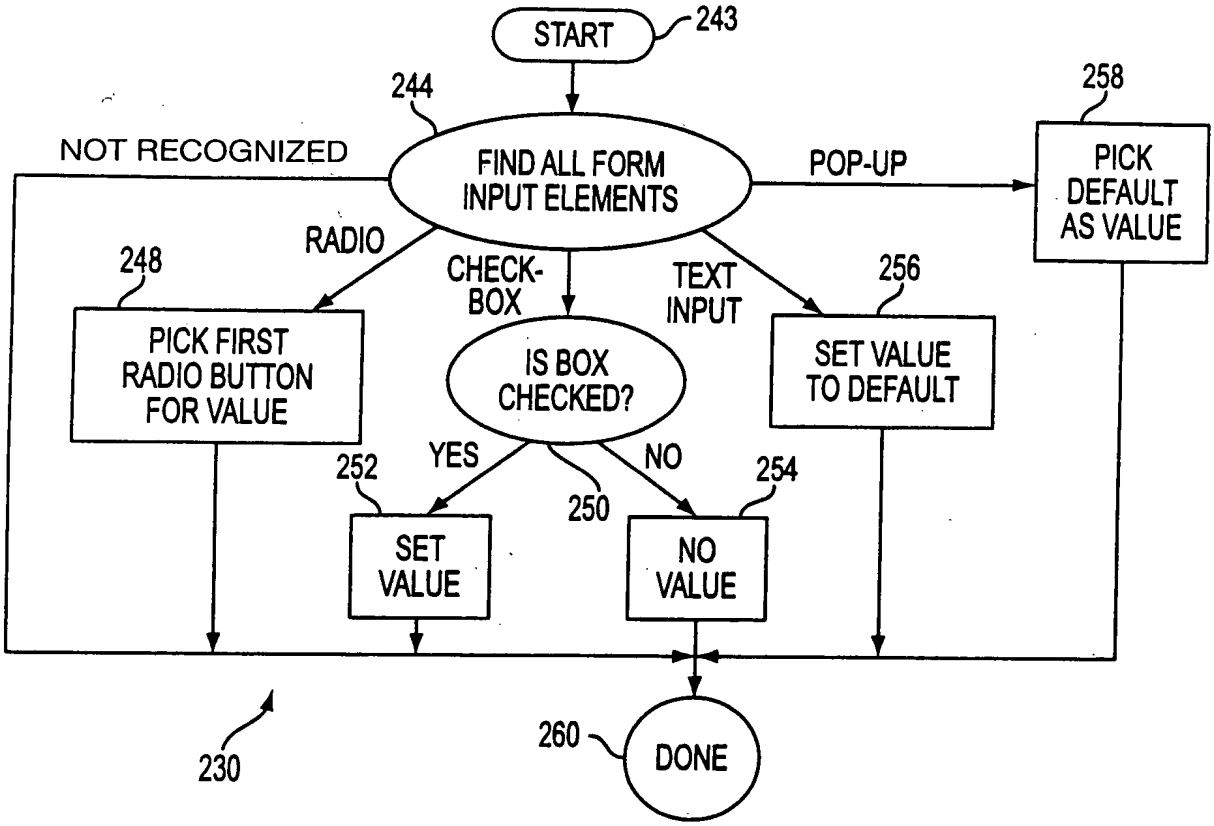
START
243
244
FIND ALL FORM INPUT ELEMENTS
NOT RECOGNIZED
POP-UP
258
PICK DEFAULT AS VALUE
RADIO
CHECK-BOX
TEXT INPUT
248
PICK FIRST RADIO BUTTON FOR VALUE
IS BOX CHECKED?
256
SET VALUE TO DEFAULT
YES
NO
252
250
254
SET VALUE
NO VALUE
230
260
DONE

FIG. 8A

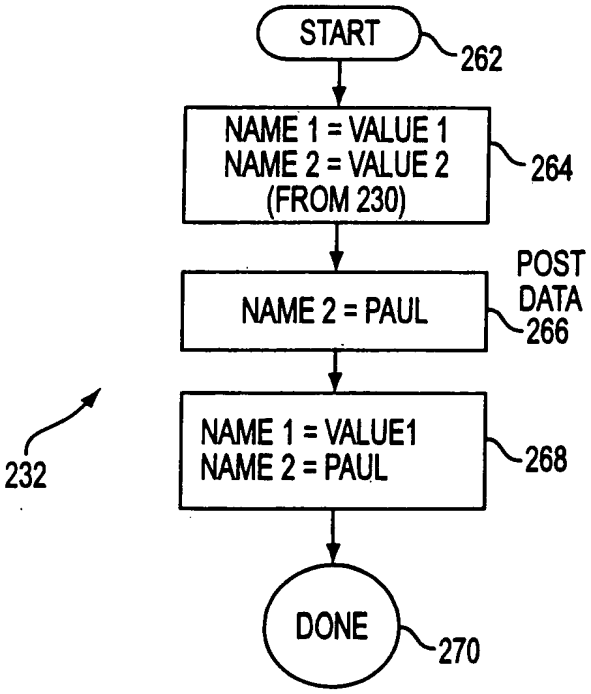
START
262
NAME 1 = VALUE 1
NAME 2 = VALUE 2
(FROM 230)
264
NAME 2 = PAUL
POST DATA
266
NAME 1 = VALUE1
NAME 2 = PAUL
268
232
DONE
270

FIG. 8B

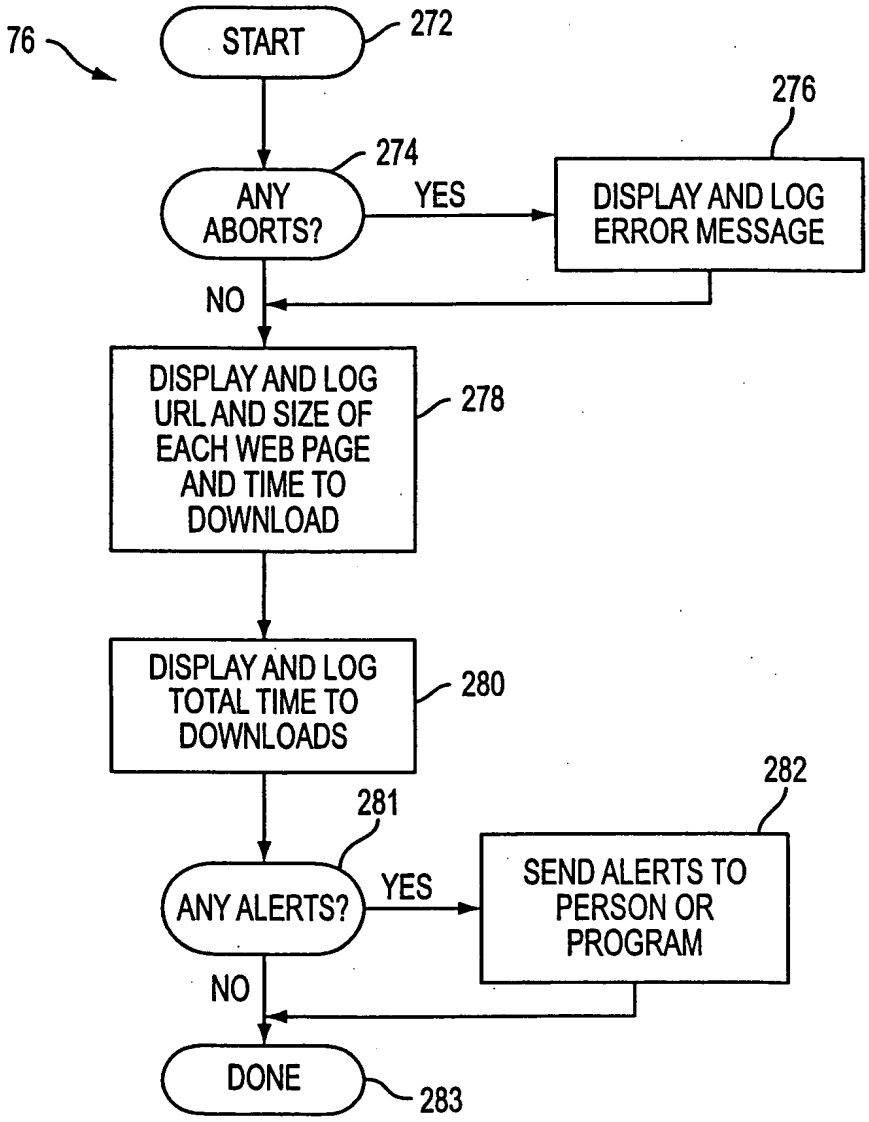
76
START
272
ANY ABORTS?
274
YES
DISPLAY AND LOG ERROR MESSAGE
276
NO
DISPLAY AND LOG URL AND SIZE OF EACH WEB PAGE AND TIME TO DOWNLOAD
278
DISPLAY AND LOG TOTAL TIME TO DOWNLOADS
280
ANY ALERTS?
281
YES
SEND ALERTS TO PERSON OR PROGRAM
282
NO
DONE
283

FIG. 9

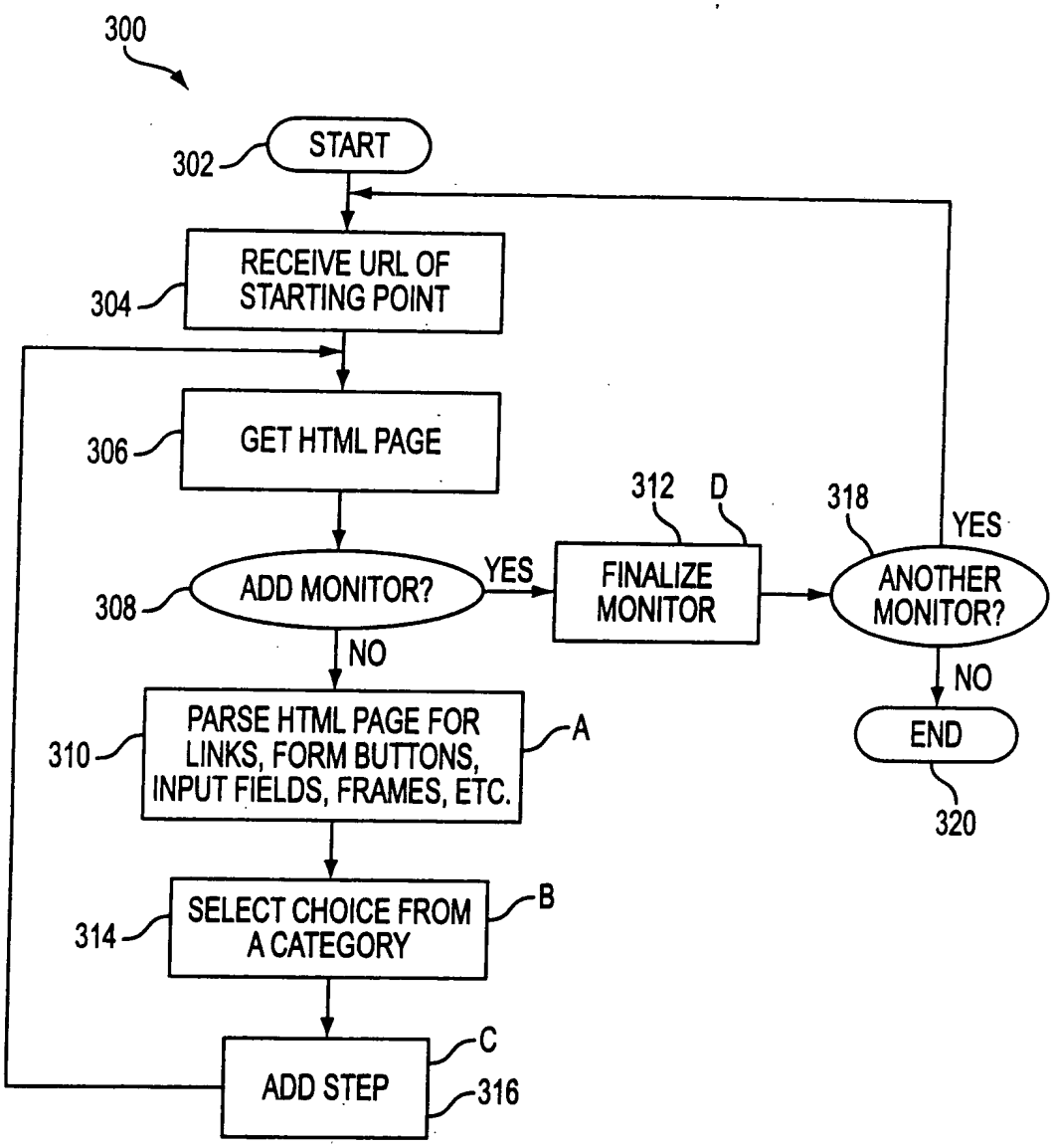
300
START
302
RECEIVE URL OF STARTING POINT
304
GET HTML PAGE
306
ADD MONITOR?
308
YES
NO
FINALIZE MONITOR
312
D
ANOTHER MONITOR?
318
YES
NO
END
320
PARSE HTML PAGE FOR LINKS, FORM BUTTONS, INPUT FIELDS, FRAMES, ETC.
310
A
SELECT CHOICE FROM A CATEGORY
314
B
ADD STEP
316
C

FIG. 10

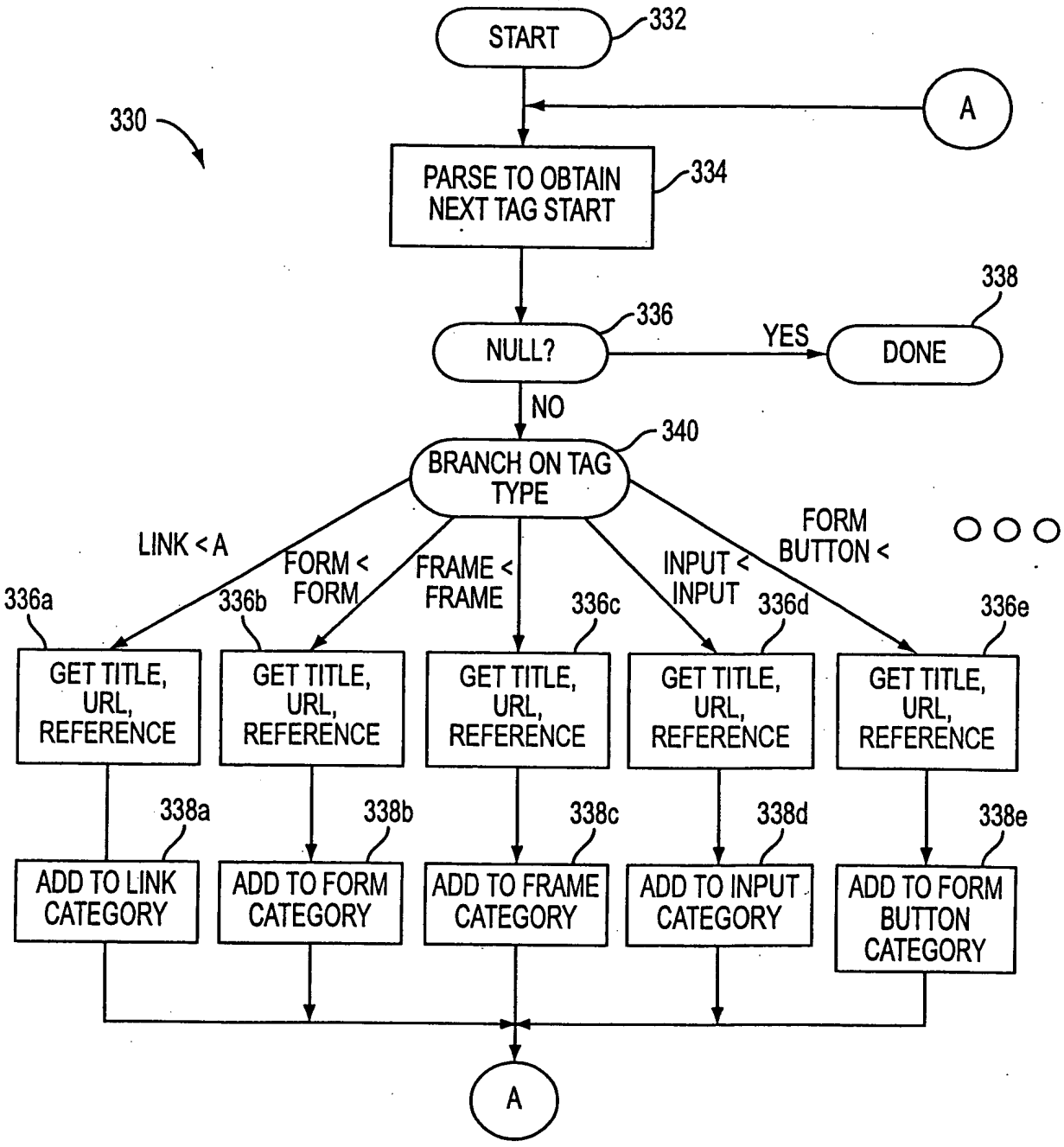
START
332
330
A
PARSE TO OBTAIN NEXT TAG START
334
338
336
NULL?
YES
DONE
NO
340
BRANCH ON TAG TYPE
LINK < A
FORM < FORM
FRAME < FRAME
INPUT < INPUT
FORM BUTTON <
336a
336b
336c
336d
336e
GET TITLE, URL, REFERENCE
GET TITLE, URL, REFERENCE
GET TITLE, URL, REFERENCE
GET TITLE, URL, REFERENCE
GET TITLE, URL, REFERENCE
338a
338b
338c
338d
338e
ADD TO LINK CATEGORY
ADD TO FORM CATEGORY
ADD TO FRAME CATEGORY
ADD TO INPUT CATEGORY
ADD TO FORM BUTTON CATEGORY
A

FIG. 10A

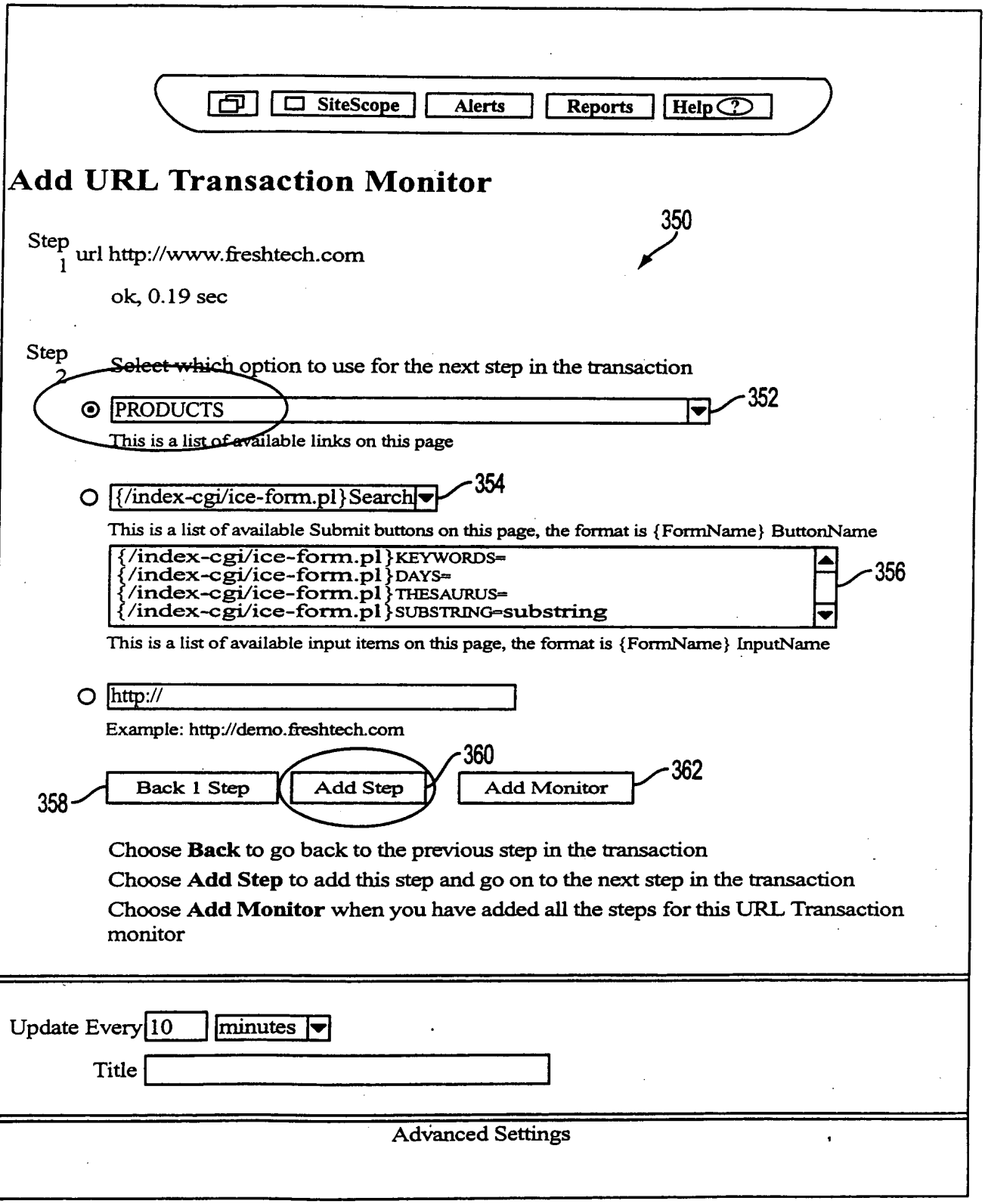
SiteScope
Alerts
Reports
Help
Add URL Transaction Monitor
350
Step 1 url http://www.freshtech.com
ok, 0.19 sec
Step 2 Select which option to use for the next step in the transaction
PRODUCTS
352
This is a list of available links on this page
{/index-cgi/ice-form.pl}Search
354
This is a list of available Submit buttons on this page, the format is {FormName} ButtonName
{/index-cgi/ice-form.pl}KEYWORDS=
{/index-cgi/ice-form.pl}DAYS=
{/index-cgi/ice-form.pl}THESAURUS=
{/index-cgi/ice-form.pl}SUBSTRING=substring
356
This is a list of available input items on this page, the format is {FormName} InputName
http://
Example: http://demo.freshtech.com
358
Back 1 Step
Add Step
360
Add Monitor
362
Choose Back to go back to the previous step in the transaction
Choose Add Step to add this step and go on to the next step in the transaction
Choose Add Monitor when you have added all the steps for this URL Transaction monitor
Update Every 10 minutes
Title
Advanced Settings

FIG. 10B

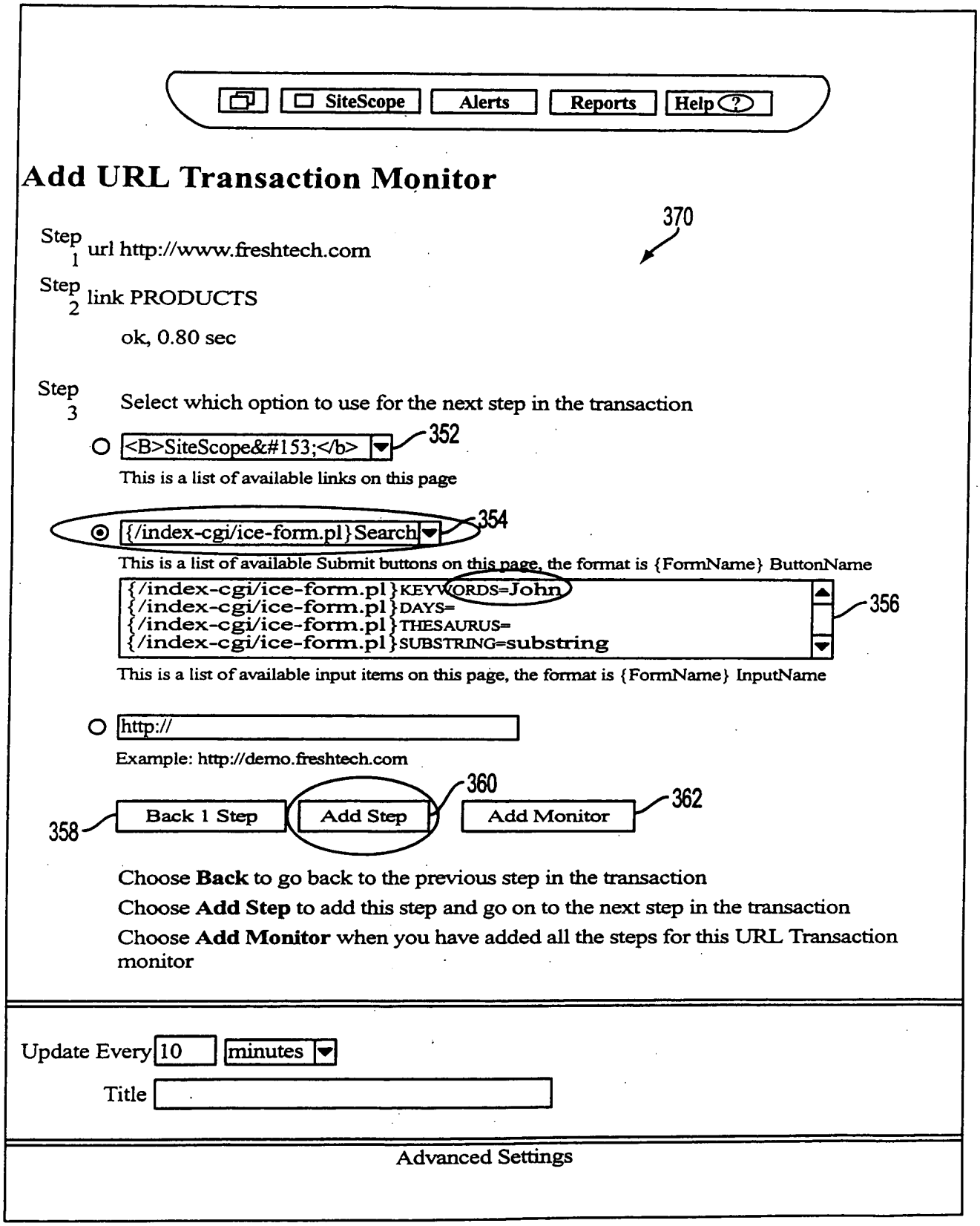
SiteScope
Alerts
Reports
Help
Add URL Transaction Monitor
370
Step 1 url http://www.freshtech.com
Step 2 link PRODUCTS
ok, 0.80 sec
Step 3 Select which option to use for the next step in the transaction
<B>SiteScope™
352
This is a list of available links on this page
{/index-cgi/ice-form.pl}Search
354
This is a list of available Submit buttons on this page, the format is {FormName} ButtonName
{/index-cgi/ice-form.pl}KEYWORDS=John
{/index-cgi/ice-form.pl}DAYS=
{/index-cgi/ice-form.pl}THESAURUS=
{/index-cgi/ice-form.pl}SUBSTRING=substring
356
This is a list of available input items on this page, the format is {FormName} InputName
http://
Example: http://demo.freshtech.com
358
Back 1 Step
Add Step
360
Add Monitor
362
Choose Back to go back to the previous step in the transaction
Choose Add Step to add this step and go on to the next step in the transaction
Choose Add Monitor when you have added all the steps for this URL Transaction monitor
Update Every 10 minutes
Title
Advanced Settings

FIG. 10C

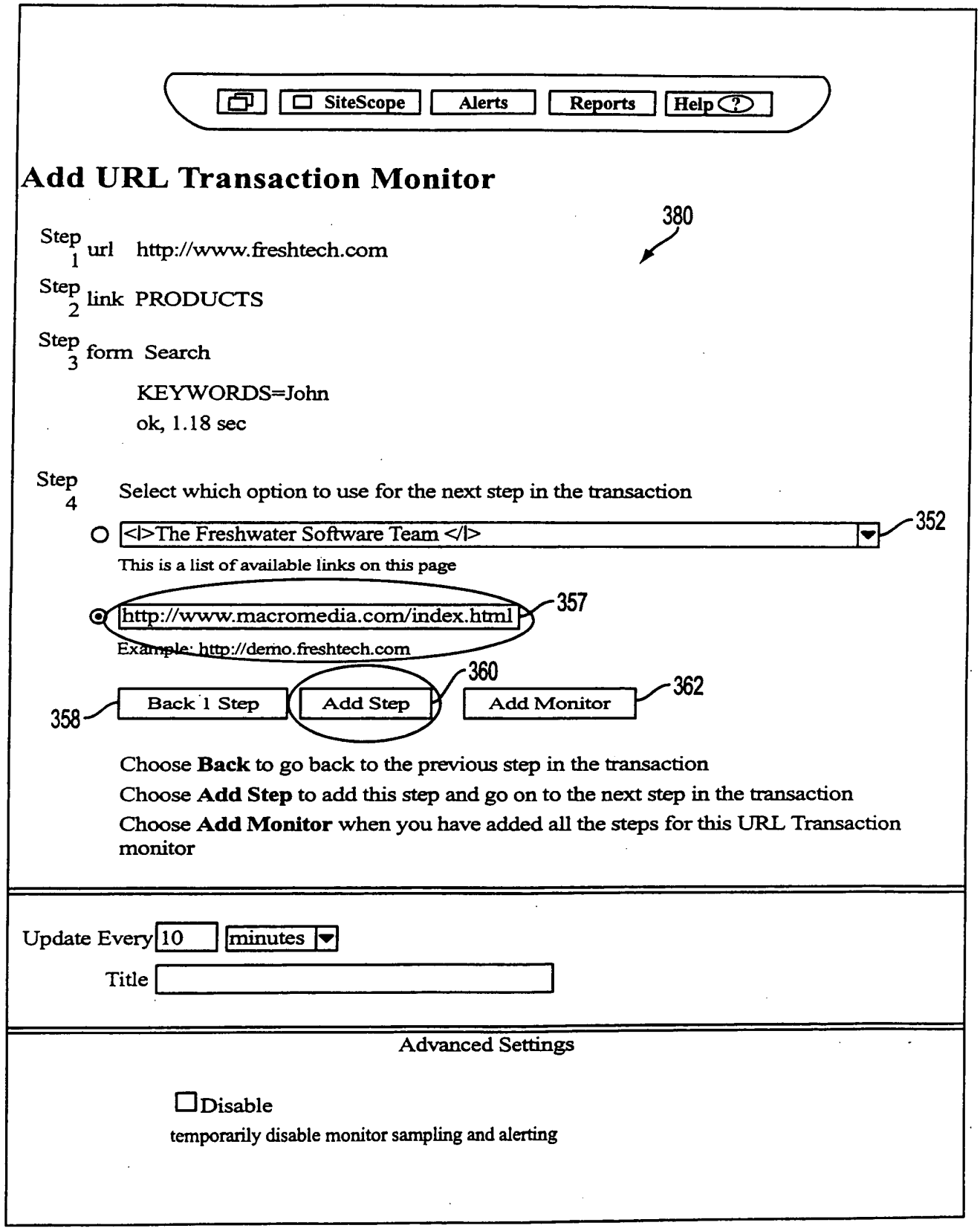
SiteScope
Alerts
Reports
Help
Add URL Transaction Monitor
380
Step 1 url http://www.freshtech.com
Step 2 link PRODUCTS
Step 3 form Search
KEYWORDS=John
ok, 1.18 sec
Step 4 Select which option to use for the next step in the transaction
<I>The Freshwater Software Team </I>
352
This is a list of available links on this page
http://www.macromedia.com/index.html
357
Example: http://demo.freshtech.com
360
358
Back 1 Step
Add Step
Add Monitor
362
Choose Back to go back to the previous step in the transaction
Choose Add Step to add this step and go on to the next step in the transaction
Choose Add Monitor when you have added all the steps for this URL Transaction monitor
Update Every 10 minutes
Title
Advanced Settings
Disable
temporarily disable monitor sampling and alerting

FIG. 10D

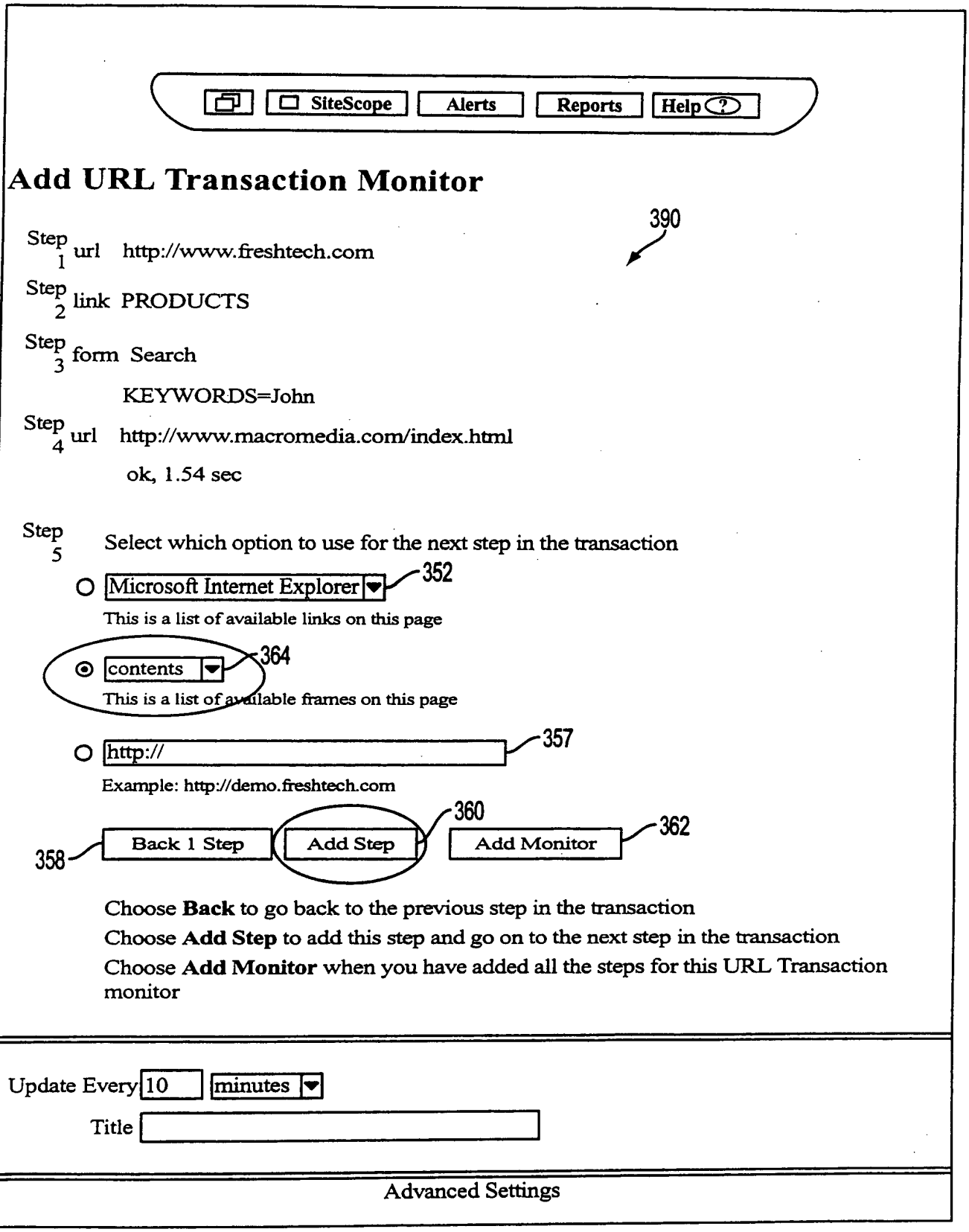
SiteScope
Alerts
Reports
Help
Add URL Transaction Monitor
390
Step 1 url http://www.freshtech.com
Step 2 link PRODUCTS
Step 3 form Search
KEYWORDS=John
Step 4 url http://www.macromedia.com/index.html
ok, 1.54 sec
Step 5 Select which option to use for the next step in the transaction
Microsoft Internet Explorer
352
This is a list of available links on this page
contents
364
This is a list of available frames on this page
http://
357
Example: http://demo.freshtech.com
358
Back 1 Step
Add Step
360
Add Monitor
362
Choose Back to go back to the previous step in the transaction
Choose Add Step to add this step and go on to the next step in the transaction
Choose Add Monitor when you have added all the steps for this URL Transaction monitor
Update Every 10 minutes
Title
Advanced Settings

FIG. 10E

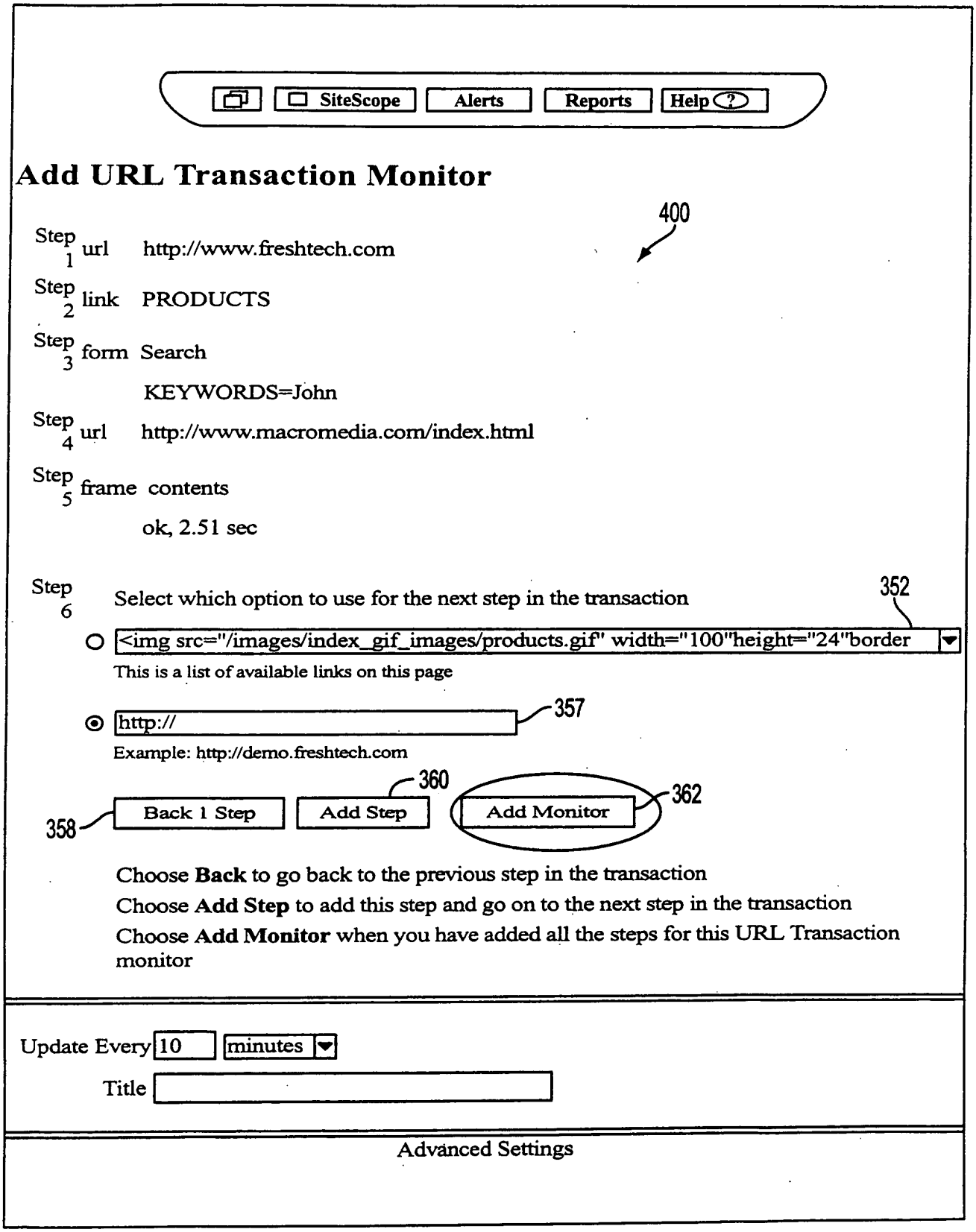
SiteScope
Alerts
Reports
Help
Add URL Transaction Monitor
400
Step 1 url http://www.freshtech.com
Step 2 link PRODUCTS
Step 3 form Search
KEYWORDS=John
Step 4 url http://www.macromedia.com/index.html
Step 5 frame contents
ok, 2.51 sec
Step 6
Select which option to use for the next step in the transaction
352
<img src="/images/index_gif_images/products.gif" width="100"height="24"border
This is a list of available links on this page
http://
357
Example: http://demo.freshtech.com
360
362
358
Back 1 Step
Add Step
Add Monitor
Choose Back to go back to the previous step in the transaction
Choose Add Step to add this step and go on to the next step in the transaction
Choose Add Monitor when you have added all the steps for this URL Transaction monitor
Update Every 10 minutes
Title
Advanced Settings

FIG. 10F

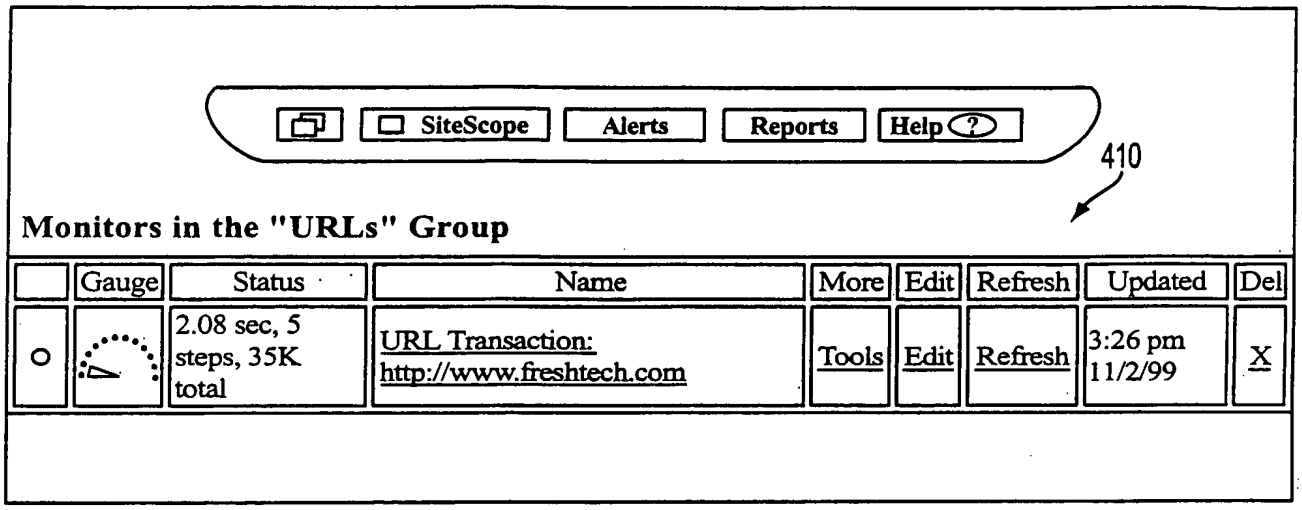
SiteScope
Alerts
Reports
Help
410
Monitors in the "URLs" Group
Gauge
Status
Name
More
Edit
Refresh
Updated
Del
2.08 sec, 5 steps, 35K total
URL Transaction: http://www.freshtech.com
Tools
Edit
Refresh
3:26 pm 11/2/99
X

FIG. 10G

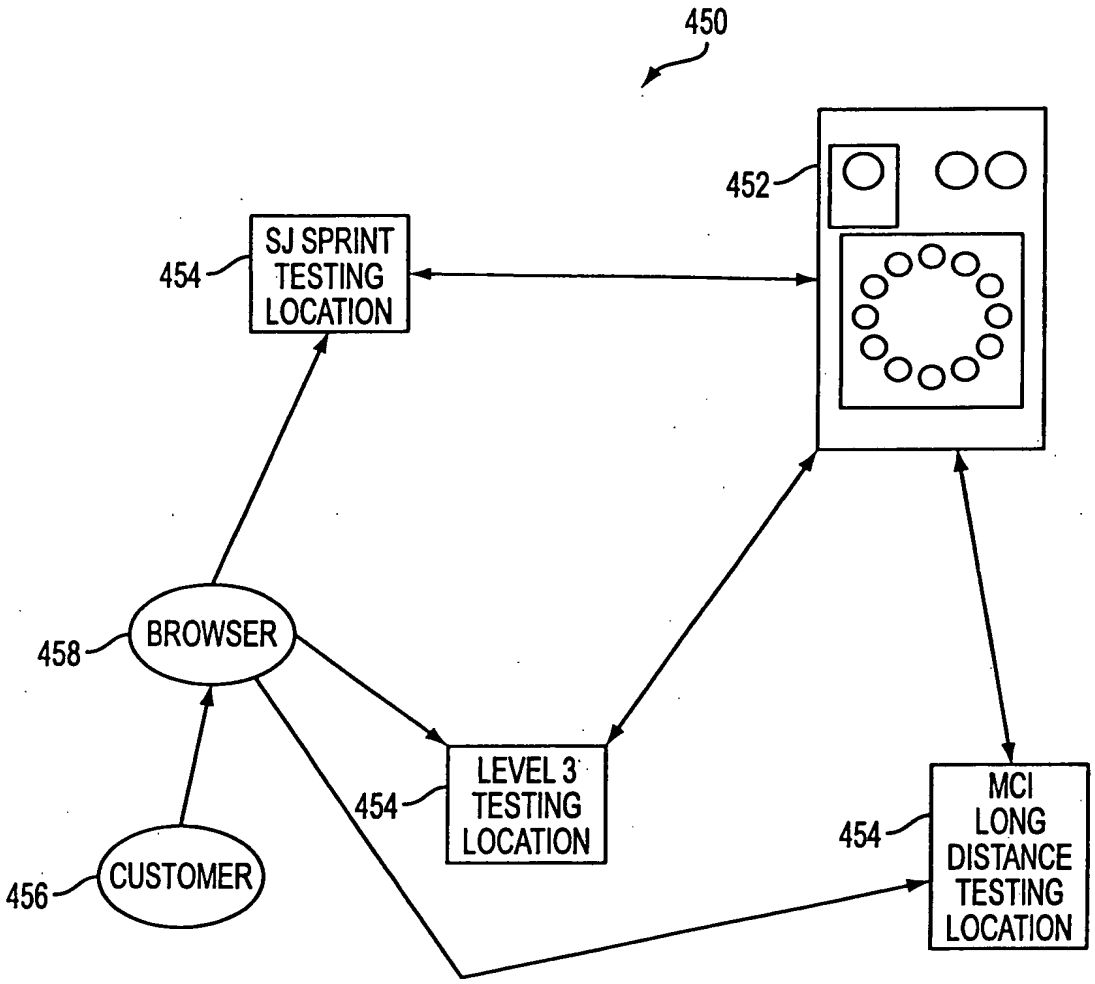
450
452
SJ SPRINT TESTING LOCATION
454
BROWSER
458
CUSTOMER
456
LEVEL 3 TESTING LOCATION
454
MCI LONG DISTANCE TESTING LOCATION
454

FIG. 11

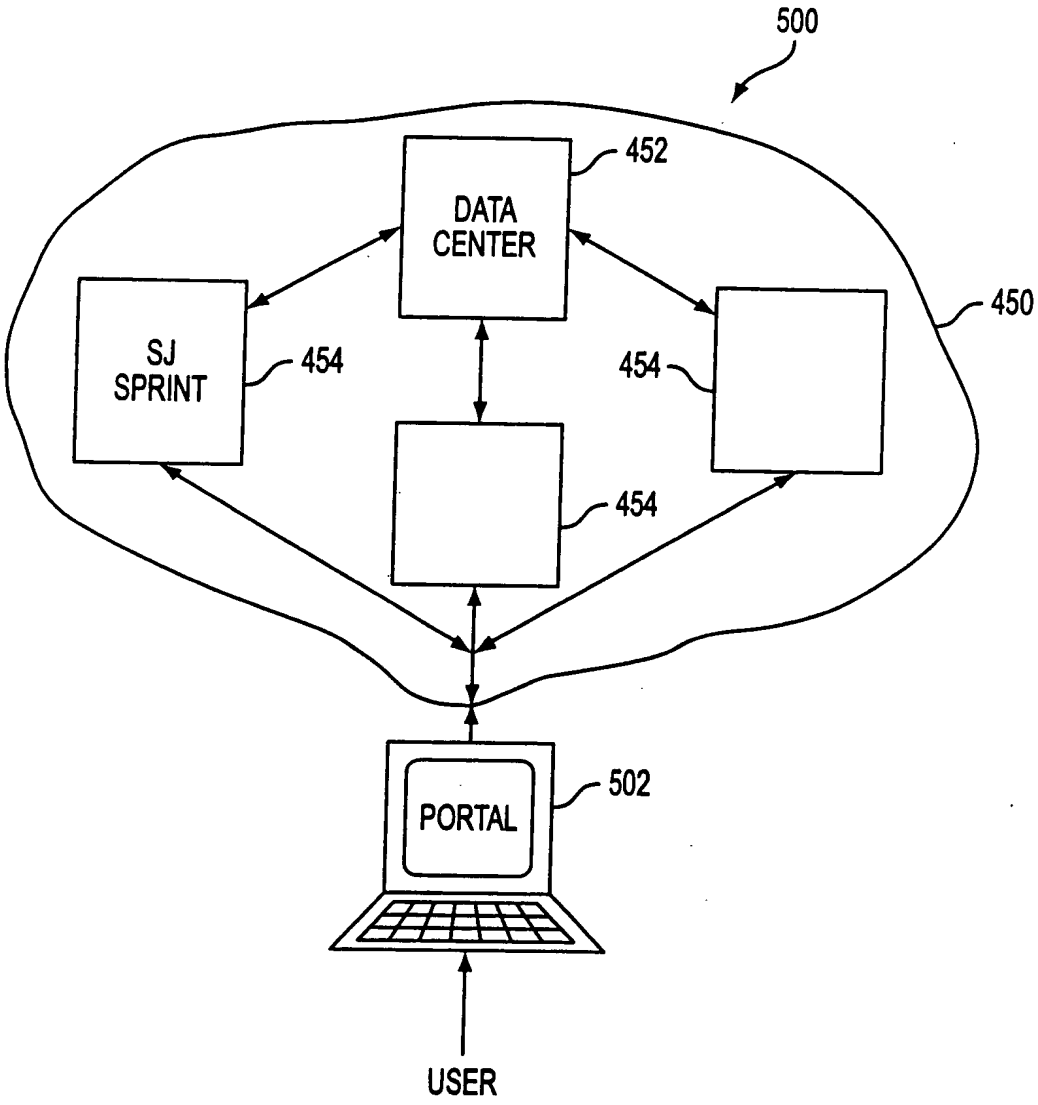

FIG. 12

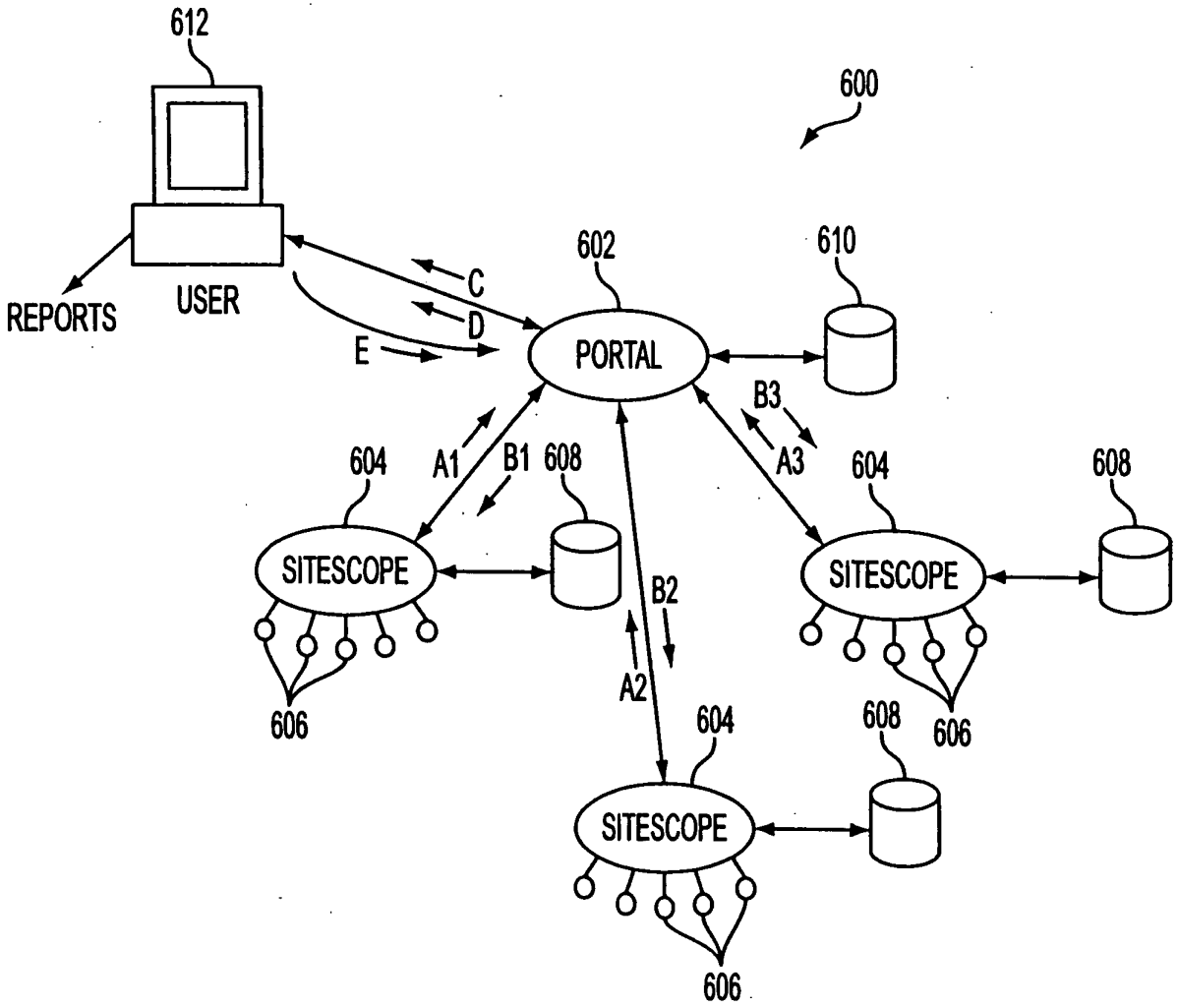
612
600
REPORTS
USER
C
D
E
602
PORTAL
610
B3
A3
A1
B1
604
608
SITESCOPE
606
B2
A2
604
608
SITESCOPE
606
604
608
606
SITESCOPE

FIG. 13

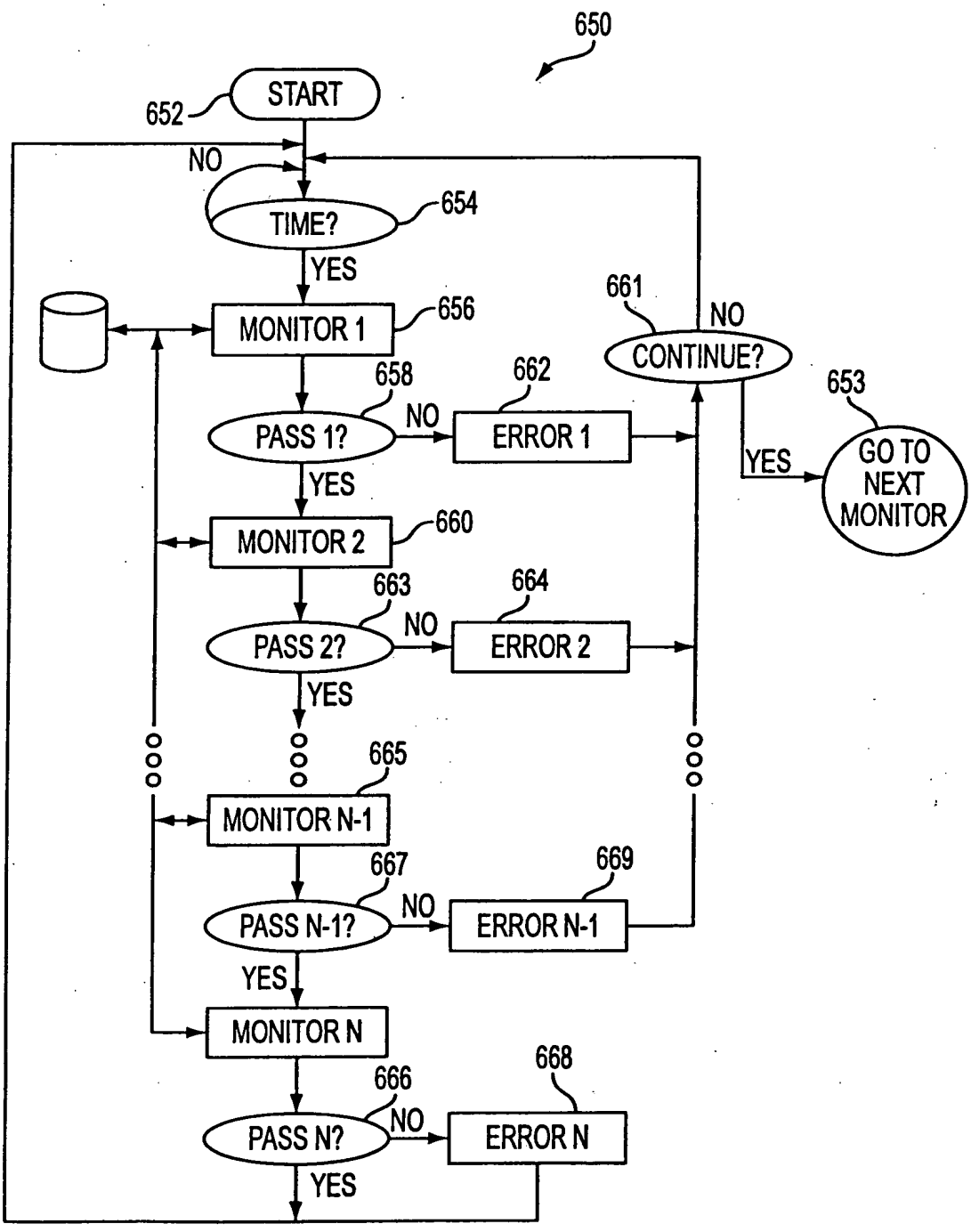
650
START
652
NO
TIME?
654
YES
MONITOR 1
656
658
PASS 1?
NO
662
ERROR 1
YES
MONITOR 2
660
663
PASS 2?
NO
664
ERROR 2
YES
665
MONITOR N-1
667
PASS N-1?
NO
669
ERROR N-1
YES
MONITOR N
666
PASS N?
NO
668
ERROR N
YES
661
CONTINUE?
NO
YES
653
GO TO NEXT MONITOR

FIG. 14

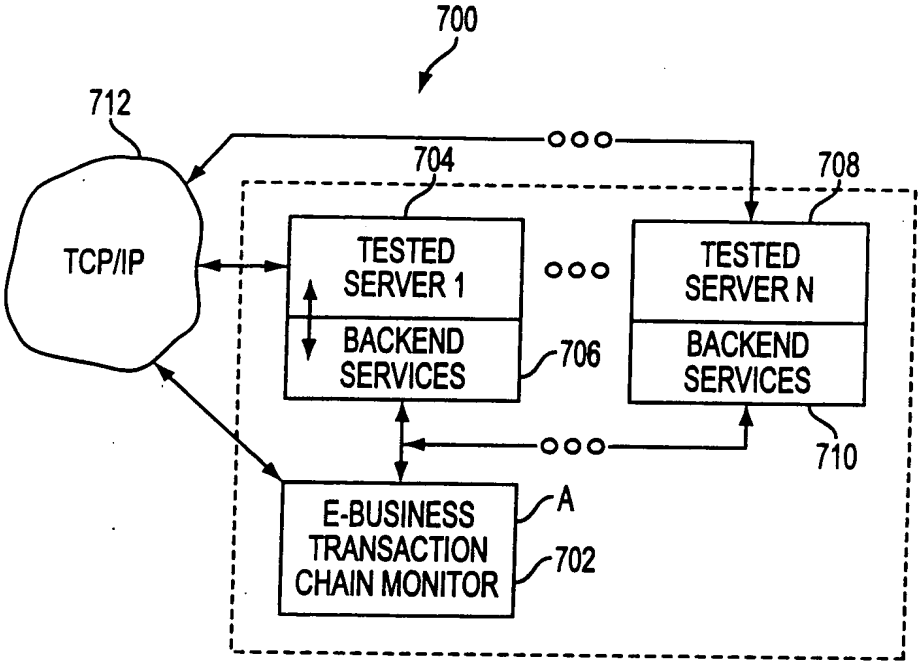
700
712
704
708
TCP/IP
TESTED SERVER 1
TESTED SERVER N
BACKEND SERVICES
706
BACKEND SERVICES
710
E-BUSINESS TRANSACTION CHAIN MONITOR
A
702

FIG. 15

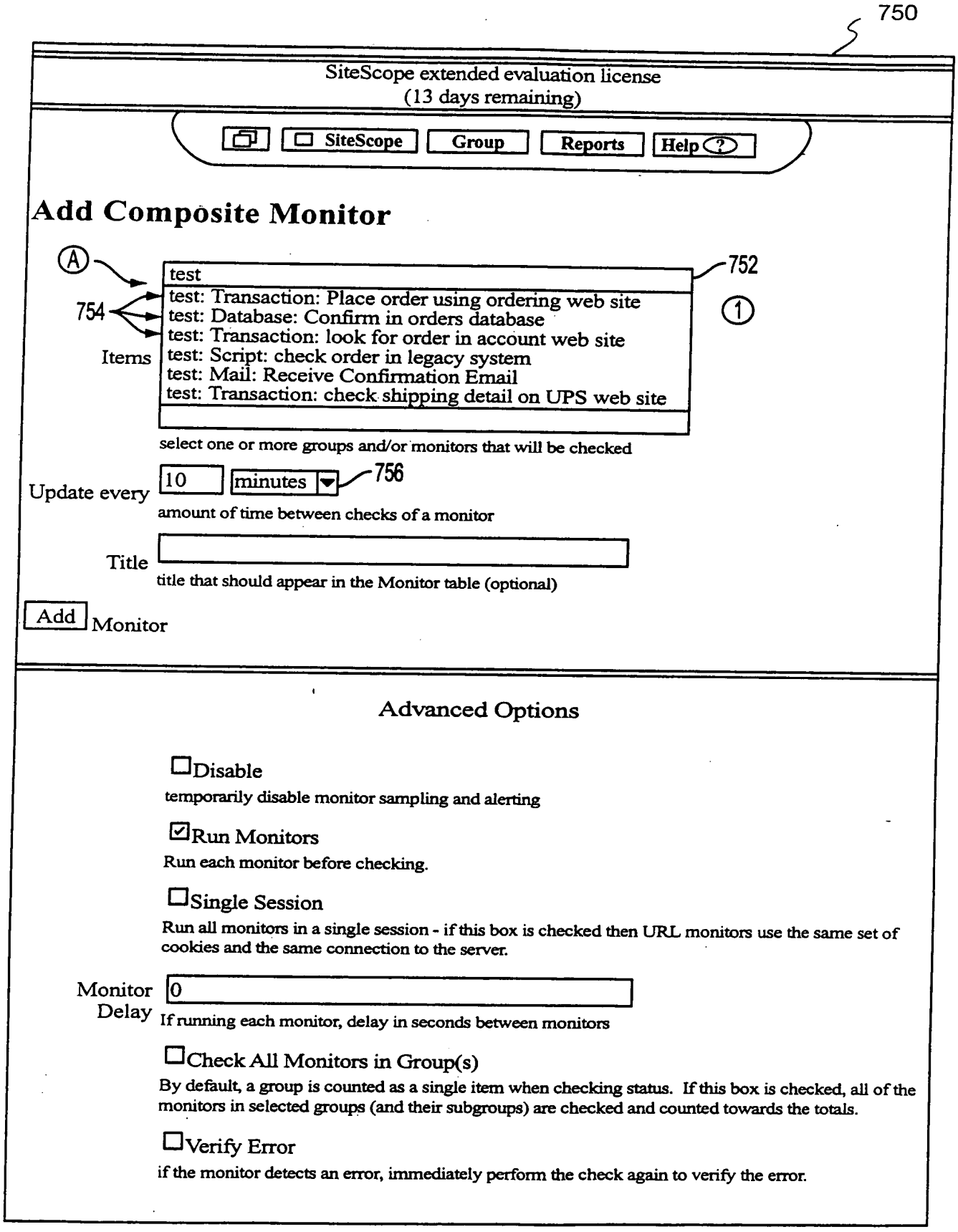
750
SiteScope extended evaluation license
(13 days remaining)
SiteScope
Group
Reports
Help
Add Composite Monitor
A
test
752
754
test: Transaction: Place order using ordering web site
test: Database: Confirm in orders database
test: Transaction: look for order in account web site
test: Script: check order in legacy system
test: Mail: Receive Confirmation Email
test: Transaction: check shipping detail on UPS web site
1
Items
select one or more groups and/or monitors that will be checked
Update every
10
minutes
756
amount of time between checks of a monitor
Title
title that should appear in the Monitor table (optional)
Add
Monitor
Advanced Options
Disable
temporarily disable monitor sampling and alerting
Run Monitors
Run each monitor before checking.
Single Session
Run all monitors in a single session - if this box is checked then URL monitors use the same set of cookies and the same connection to the server.
Monitor Delay
0
If running each monitor, delay in seconds between monitors
Check All Monitors in Group(s)
By default, a group is counted as a single item when checking status. If this box is checked, all of the monitors in selected groups (and their subgroups) are checked and counted towards the totals.
Verify Error
if the monitor detects an error, immediately perform the check again to verify the error.

FIG. 16A

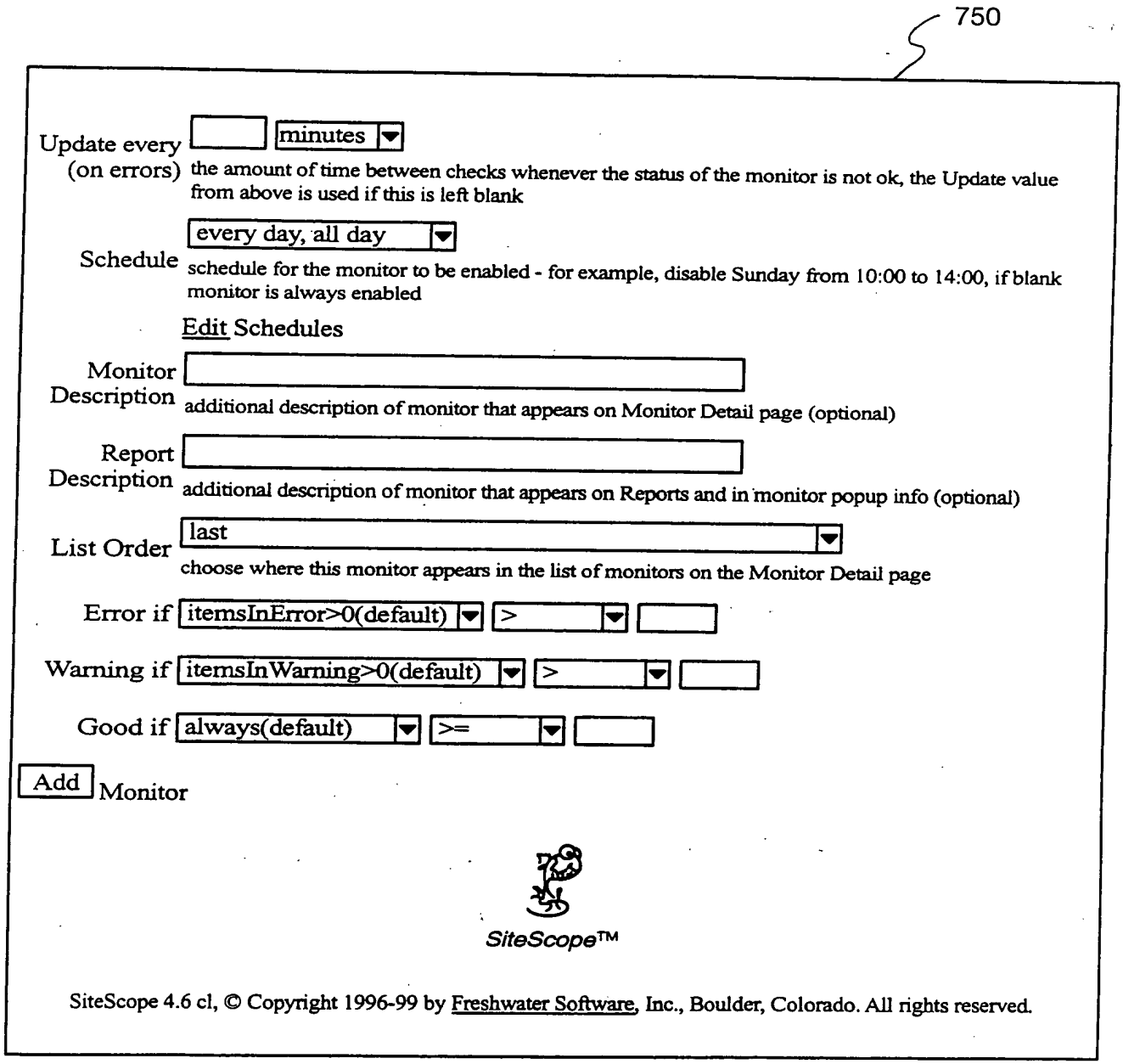
750
Update every
minutes
(on errors)
the amount of time between checks whenever the status of the monitor is not ok, the Update value from above is used if this is left blank
every day, all day
Schedule
schedule for the monitor to be enabled - for example, disable Sunday from 10:00 to 14:00, if blank monitor is always enabled
Edit Schedules
Monitor Description
additional description of monitor that appears on Monitor Detail page (optional)
Report Description
additional description of monitor that appears on Reports and in monitor popup info (optional)
List Order
last
choose where this monitor appears in the list of monitors on the Monitor Detail page
Error if
itemsInError>0(default)
>
Warning if
itemsInWarning>0(default)
>
Good if
always(default)
>=
Add
Monitor
SiteScope™
SiteScope 4.6 cl, © Copyright 1996-99 by Freshwater Software, Inc., Boulder, Colorado. All rights reserved.

FIG. 16B

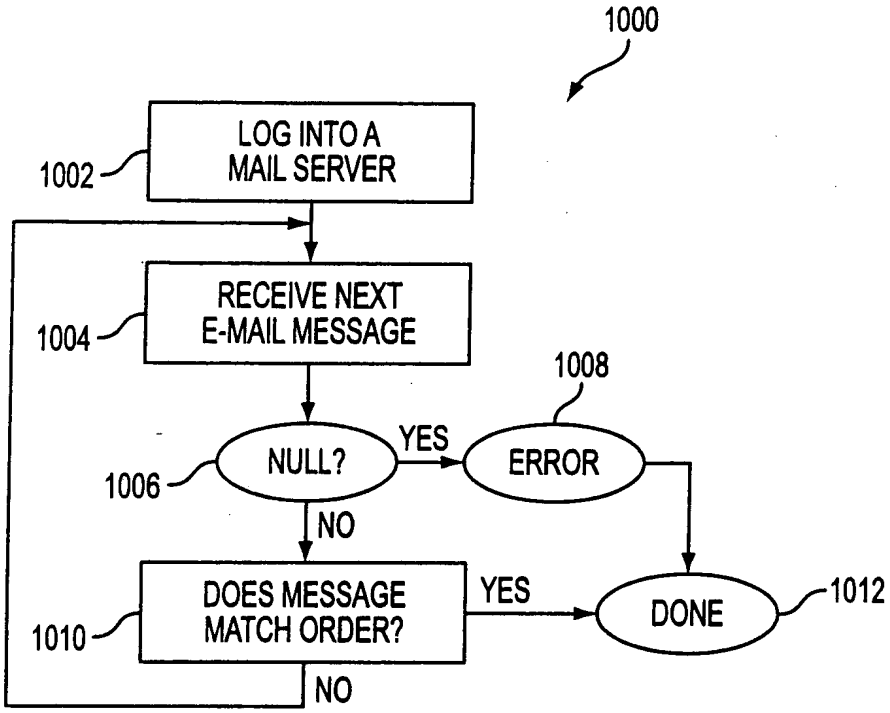

FIG. 17A

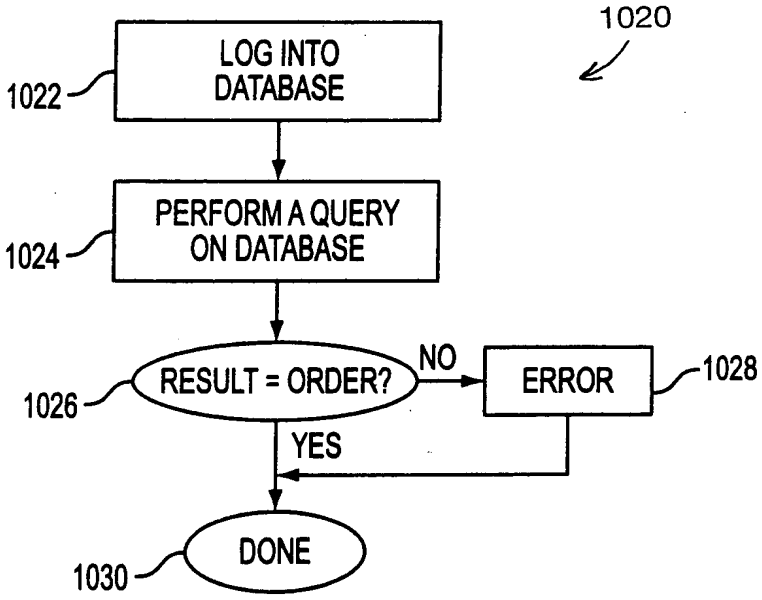

FIG. 17B

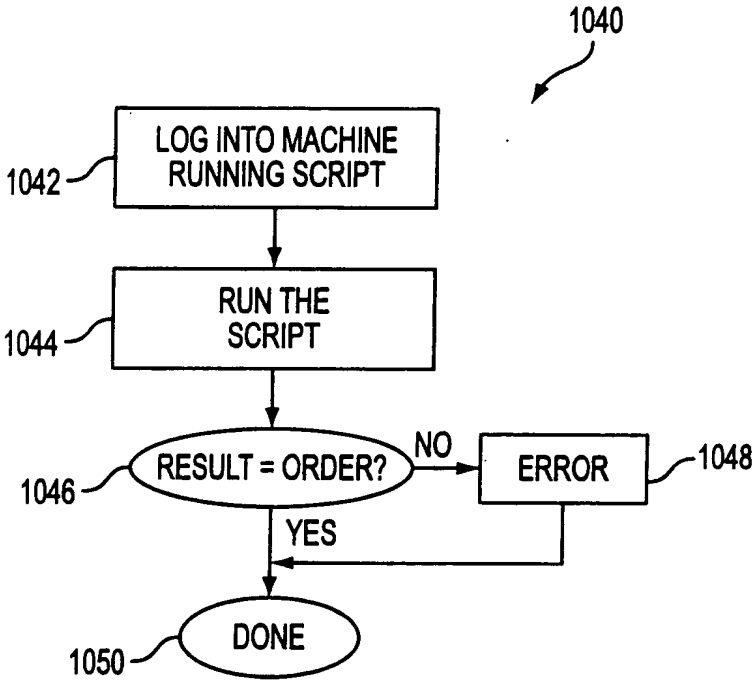
1040
LOG INTO MACHINE RUNNING SCRIPT
1042
RUN THE SCRIPT
1044
RESULT = ORDER?
1046
NO
ERROR
1048
YES
DONE
1050

FIG. 17C

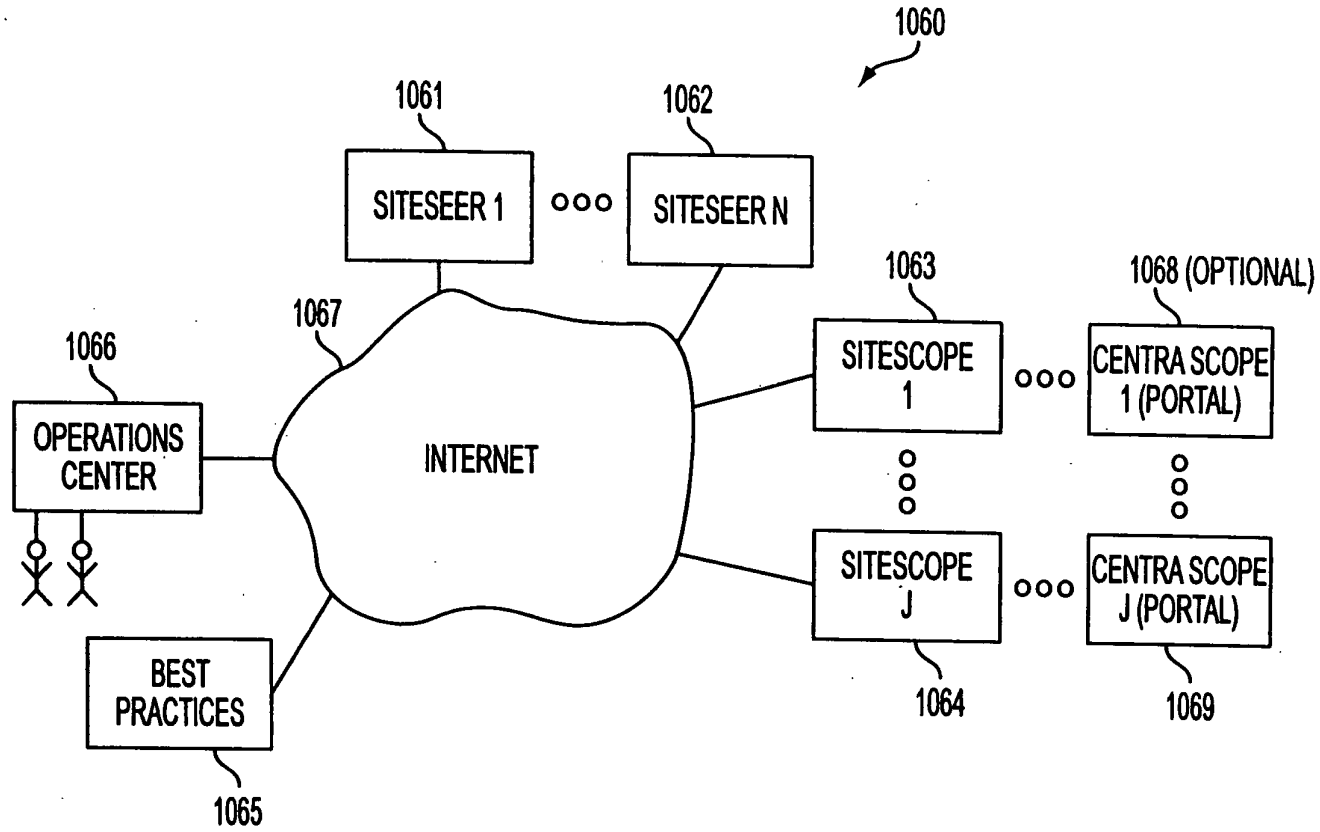
1060
1061
1062
SITESEER 1
SITESEER N
1063
1068 (OPTIONAL)
1067
1066
SITESCOPE 1
CENTRA SCOPE 1 (PORTAL)
OPERATIONS CENTER
INTERNET
SITESCOPE J
CENTRA SCOPE J (PORTAL)
BEST PRACTICES
1064
1069
1065

FIG. 18

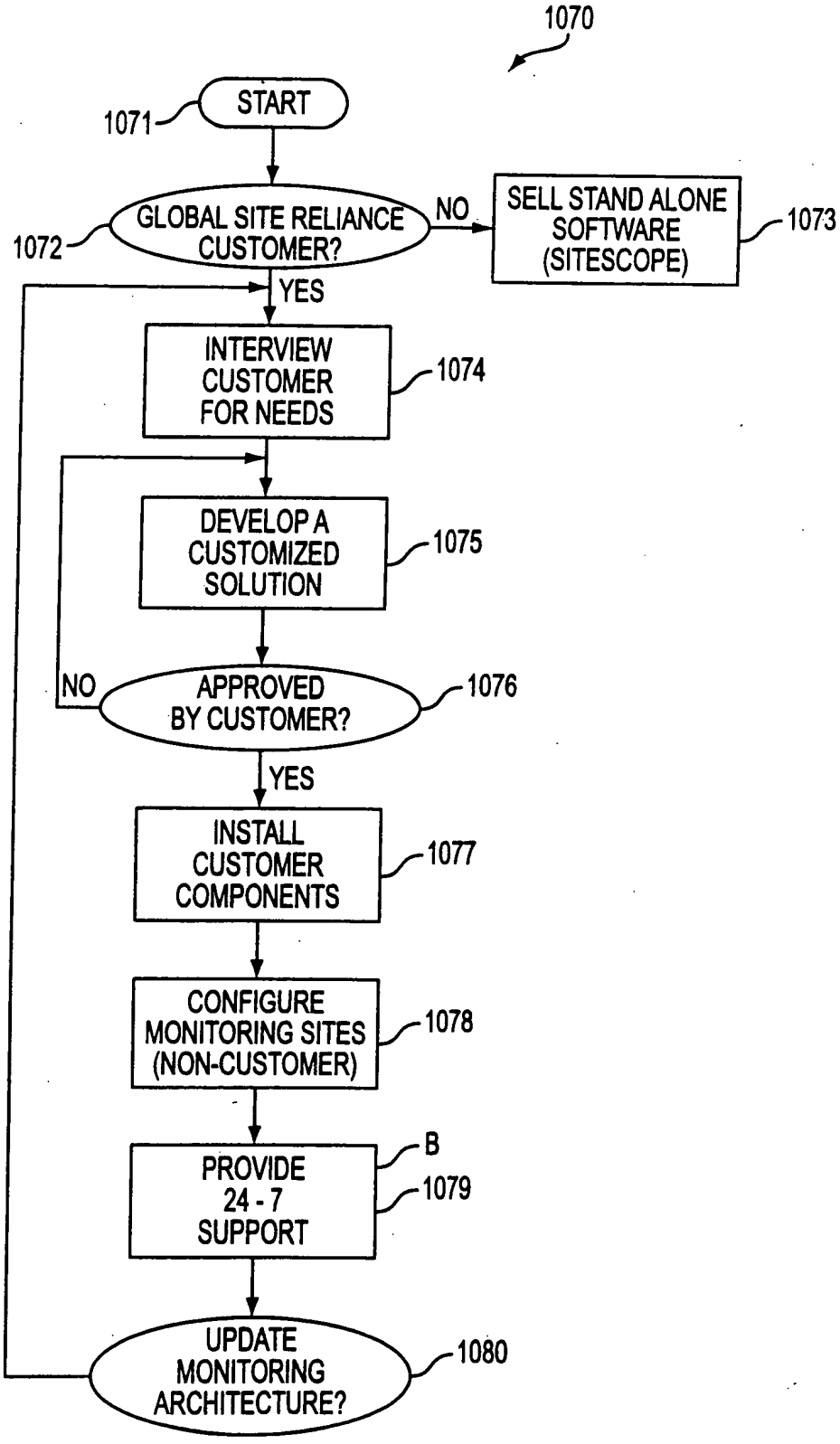
1070
START
1071
GLOBAL SITE RELIANCE CUSTOMER?
1072
NO
SELL STAND ALONE SOFTWARE (SITESCOPE)
1073
YES
INTERVIEW CUSTOMER FOR NEEDS
1074
DEVELOP A CUSTOMIZED SOLUTION
1075
NO
APPROVED BY CUSTOMER?
1076
YES
INSTALL CUSTOMER COMPONENTS
1077
CONFIGURE MONITORING SITES (NON-CUSTOMER)
1078
B
PROVIDE 24 - 7 SUPPORT
1079
UPDATE MONITORING ARCHITECTURE?
1080

FIG. 19

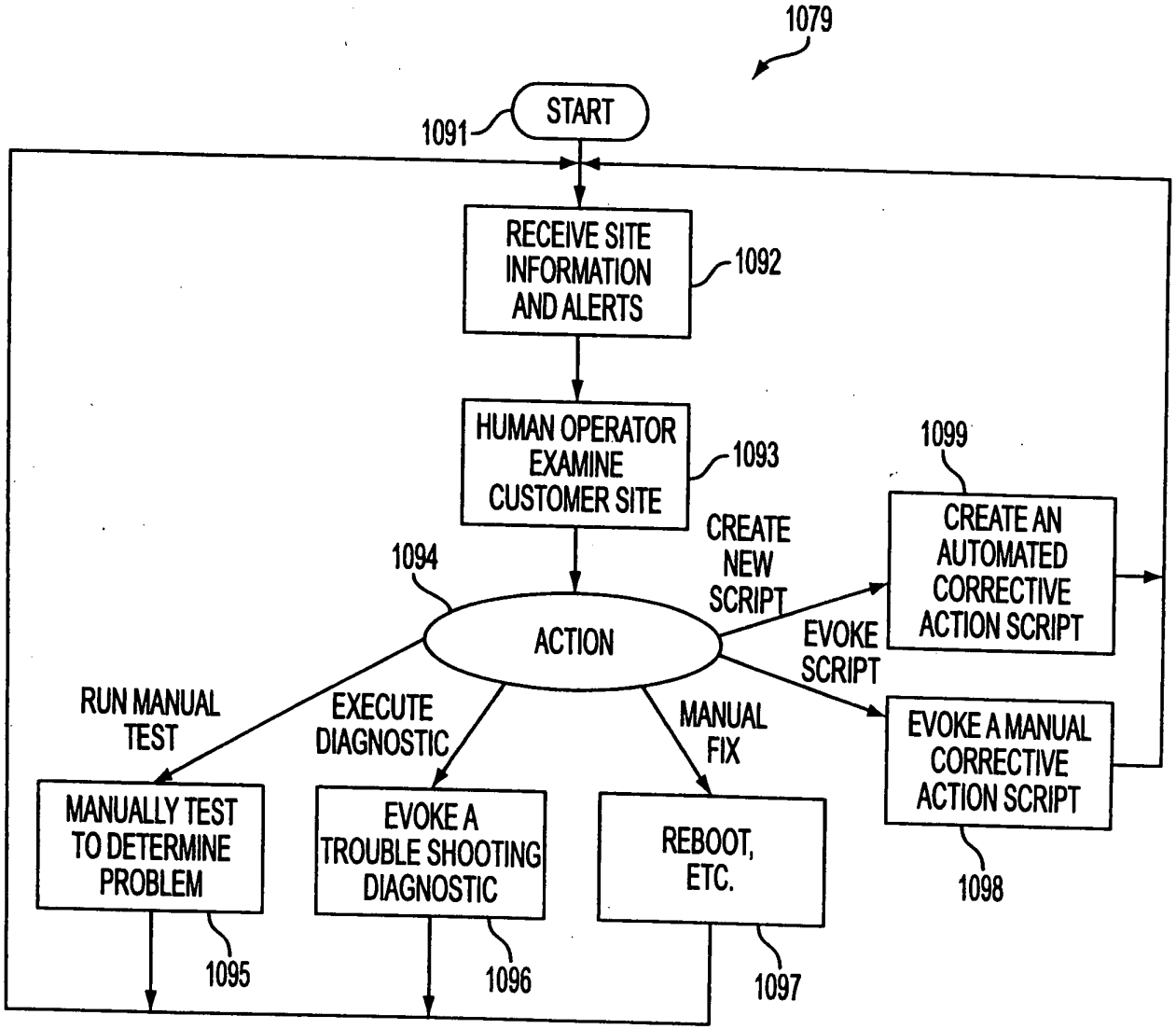
1079
START
1091
RECEIVE SITE INFORMATION AND ALERTS
1092
HUMAN OPERATOR EXAMINE CUSTOMER SITE
1093
1099
CREATE AN AUTOMATED CORRECTIVE ACTION SCRIPT
CREATE NEW SCRIPT
1094
ACTION
EVOKE SCRIPT
RUN MANUAL TEST
EXECUTE DIAGNOSTIC
MANUAL FIX
EVOKE A MANUAL CORRECTIVE ACTION SCRIPT
MANUALLY TEST TO DETERMINE PROBLEM
EVOKE A TROUBLE SHOOTING DIAGNOSTIC
REBOOT, ETC.
1098
1095
1096
1097

FIG. 20